NAVAL SUPPLY SYSTEMS COMMAND

SUP IG Management and Analysis (SIGMA) Application

SIGMA
User Manual

Version 3.0

Lotus Notes

SUP IG MANAGEMENT & ANALYSIS

SIGMA User Manual

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Welcome to SIGMA

This user manual is designed to enable users to quickly become productive using SIGMA to enhance the Command Assessment program.

Introduction

SIGMA is designed to support Command Assessment evaluations by the Inspector General (IG) for Commander, Naval Supply Systems Command (NAVSUP). Command Assessments report on adequacy; quality; management of personnel, facilities, and resources; and mission performance for each subordinate activity. Each Command Assessment also includes a review of Secretary of the Navy (SECNAV), Chief of Naval Operations (CNO), and NAVSUP items of special interest.

Background

SIGMA contains pre-assessment checklists and command responses; a summary of conditions; major and minor findings and associated recommendations for correcting findings; command feedback on correcting findings; recommendations to improve business practices; and noteworthy accomplishments. Management initiatives submitted by NAVSUP activities to the IG are also included. SIGMA fosters a collaborative approach between the assessed activity and NAVSUP for both preparation and follow-up during the Command Assessment process. The application sorts and displays data by functional area or by site for use as a historical reference of Command Assessments within the NAVSUP claimancy.

Purpose

The purpose of this application is to provide a proactive means for commands to evaluate themselves prior to an IG assessment, to report on findings in a timely manner, and to learn from the positive as well as negative conditions at other commands assessed by the IG. SIGMA provides NAVSUP a cost-effective means to measure command performance.

SIGMA is designed to allow users full application functionality across the globe using existing hardware. There are two ways of accessing SIGMA. The first is via the World Wide Web (WWW). The second way, and the purpose of this manual, is to access SIGMA using Lotus Notes client software. SIGMA provides four major services to its users:

- First, SIGMA serves as a preparation aid for upcoming Command Assessments. IG assessment checklists are provided in SIGMA for command response to NAVSUP prior to the on-site assessment. Commands can also pose questions to the IG to clarify checklist questions or other issues regarding a particular checklist. This provides the IG Team with prerequisite information prior to its on-site arrival.

- Second, SIGMA serves as a reporting and feedback tool for commands after their assessment has been completed, allowing them to update the IG on their progress. Each command's assessment will be posted in SIGMA after its completion. The command will then be able to create Implementation Status Reports against all major findings as required by the IG. Similarly, the command will be able to create Feedback Reports against all minor findings as required by the IG. Once posted, the IG Team can view these reports. The IG can subsequently respond to these reports. Implementation Status Reports, Feedback Reports and subsequent dialog between the comand and the IG Team are visible only to the two parties. Also included are Recommendations to Improve Business Practices which do not require Command response.

- Third, SIGMA serves as "best practices" repository for areas in which a command may have done exceptional work. These areas include:

  - Noteworthy Accomplishments
  - Management Initiatives

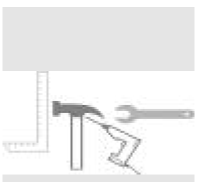
  This repository is for information purposes only. There is no action required on the part of the command within these areas of the SIGMA application.

- Fourth, SIGMA serves as a trend analysis tool that allows the IG and field activities to pinpoint and monitor systematic problems across the NAVSUP claimancy.

Chapter

2

Installation & Support



Installation of SIGMA consists of installing, configuring, and testing commercial-off-the-shelf (COTS) packages; integration of the communication port; and cross certification of the workstation with the publication server. In addition, the workstation initial "workload" is installed.

System Configuration

SIGMA is designed to work in a standard Personal Computer (PC) environment. The minimum system requirements for SIGMA installation are determined by hardware and software requirements.

Hardware Requirements

- Pentium II or better IBM-Compatible PC
- CD ROM
- Dedicated 28.8 Modem (if connecting direct to QUADS Server)
- Analog phone line or Internet Connection (if connecting direct to QUADS Server)

Software Requirements

- 16+ MB RAM
- 75 MB Hard Disk Space
- 1 MB Video RAM
- Windows 95/98
- Lotus Notes Client

Setting Up the Desktop

Lotus Notes Installation

The minimum Lotus Notes configuration and a Notes secure User ID are required. If you need help, contact your Lotus Notes Systems Administrator.

Required Notes Setup File

In the Lotus Notes directory "Notes" (located in your assigned hard drive directory, usually c:\), a subdirectory titled "notes\data" should have been created during installation. The local database replica, *carisma.nsf*, is stored in this subdirectory. If this is not the case, call the QUADS Help Desk at (800) 362-8237 or (703) 277-6788. SIGMA will not properly update without these files in their correct location.

Communications with the Shared Lotus Notes Server

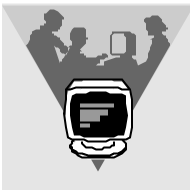
Replication to or from the shared publication server (QUADSMAIN) may be accomplished on demand or scheduled uniquely for each site to provide timely updates to each user through an Internet or modem connection. Replication is dicussed further in Chapter 4.

Server Numbers/IP Address

Many SIGMA users work on a Lotus Notes server and, therefore, their connection process is automatic. Remote users, or users whose commands do not have access to a Lotus Notes server, will need to connect to the QUADS main server (QUADSMAIN/NAVY) using the following number(s) or address. These numbers/address will be incorporated into various publication server connection documents at installation time. However, should it become necessary to re-configure Lotus Notes due to local software changes, these numbers will be needed.

- **(DSN) 430-8207**
  DSN Number (Modem Connection)
- **(717) 605-8207 or 8208**
  Commercial Number (Modem Connection)
- **204.222.238.17**
  Internet Address (TCP/IP Connection Only)

SIGMA Support



Problems or questions regarding the use of SIGMA should be directed to the following:

SIGMA Program Manager

Name: CDR John Pirmann

Phone: (717) 605-7468

Fax: (717) 605-2410

E-Mail:
John_C_Pirmann@navsup.navy.mil

SIGMA Facilitator

Name: Dave Bunten

Phone: (703) 679-3413

Fax: (703) 679-3401

E-Mail: dbunten@caci.com

Adding the SIGMA Icon

If the SIGMA icon was not added to your Lotus Notes desktop when the application was installed, a connection document must be added to your personal name and address book. Please contact your Systems Administrator for assistance.

Once the SIGMA icon has been added to the Lotus Notes workspace, you are ready to begin working with SIGMA.

Chapter

3

Quick Start

This chapter is designed to give users an overview of the SIGMA application. A more thorough examination can be found in the remaining chapters of this manual.

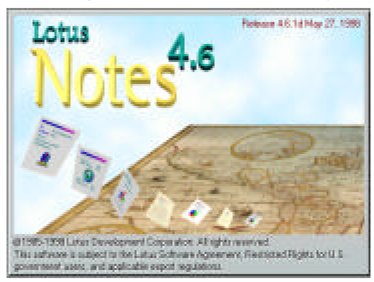


Figure 3-1 Lotus Notes Opening "Splash" Screen

Launching SIGMA

Double click the Lotus Notes icon from your desktop to launch the application. The Lotus Notes opening "splash" screen, shown in Figure 3-1, appears while the system is initializing. The splash screen transitions to the Lotus Notes workspace page, as shown in Figure 3-2. To access the database, double click the **SIGMA** icon from the workspace.

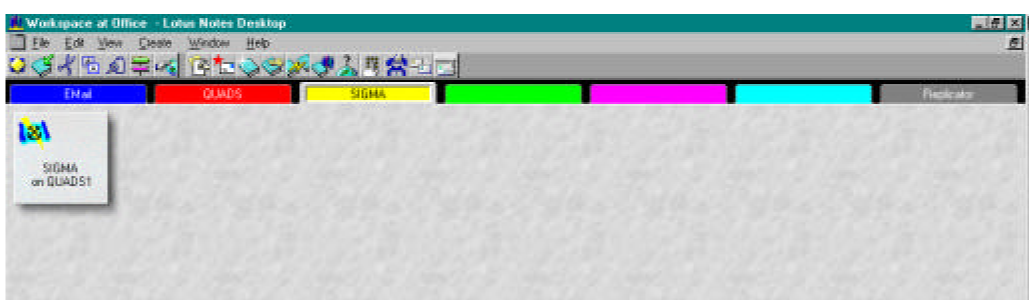


Figure 3-2 Lotus Notes Workspace

SIGMA Main Navigator

The next screen that appears is the SIGMA Main Navigator, as depicted in Figure 3.3. This screen will appear each time SIGMA is opened. ***All navigation activities in SIGMA begin at the Main Navigator.*** The SIGMA Main Navigator view is broken into eight areas for accessing SIGMA data: Functional Area Index, Assessment Checklists, IG Assessments, Major Findings, Minor Findings, Improving Business Practices, Noteworthy Accomplishments, and Management Initiatives. There are also navigators to the Help menu; and to Program Guidance/Schedules. (The View/Update Contact List and IG Coordinator buttons are for the SIGMA Program Manager's use.) A blue box will highlight the navigator name. A single mouse click opens the applicable SIGMA navigator and view.

Figure 3-3 SIGMA Main Navigator

Note:

In SIGMA, navigation *between* the eight distinct areas listed above is dependent upon where you are in the database. All areas, on the other hand, can be accessed from the Main Navigator at any time. This user manual will refer you back to the Main Navigator view, as shown in Figure 3.3, when moving from one area to the next. However, the Main Navigator screen capture is only shown once for simplicity.

Navigating to the Functional Area Index

Select the **Functional Area Index** hotspot from the Main Navigator to access the Functional Area Index view as shown in Figure 3-4. You need not perform any actions in this view, but may instead review the functional areas that the IG uses to categorize findings. Double click the desired functional area from the view to access the associated Functional Index Entry. When finished, select the **Close Document** button from the top of the entry to return to the Functional Area Index view. From there, you may either proceed to the IG Assessments view or return to the SIGMA Main Navigator. To return to the SIGMA Main Navigator, select the **Main Navigator** hotspot from the navigation panel.

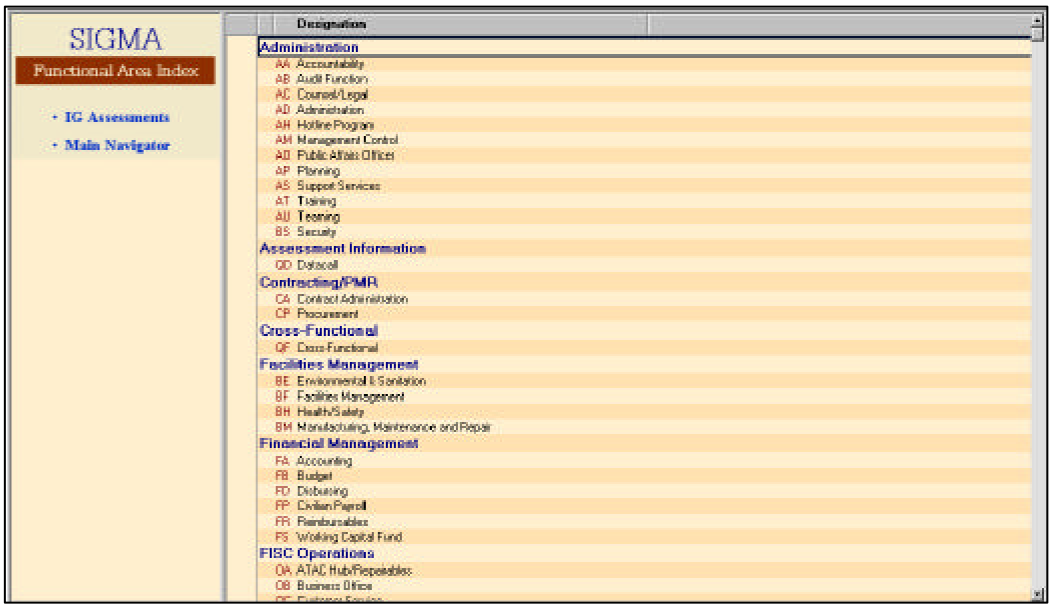


Figure 3-4 Functional Area Index Navigator & View

Navigating to the Assessment Checklists

To access the Assessment Checklists navigator and view, select the **Assessment Checklists** hotspot from the Main Navigator. Figure 3-5 provides an illustration of the Assessment Checklists view.

Figure 3-5 Assessment Checklists Navigator & View

Navigating to the Pre-Assessment Letter

Commands will receive email notification for the commencement of the assessment process. The email will direct the command to open SIGMA and review the guidance in the pre-assessment letter. To view a pre-assessment letter, open the **Checklists** view from the SIGMA main navigator. The pre-assessment letter is found by selecting the **Pre-Assessment Letter** navigator in the left menu in the Checklists main view. The pre-assessment letter view is shown at Figure 3-6.

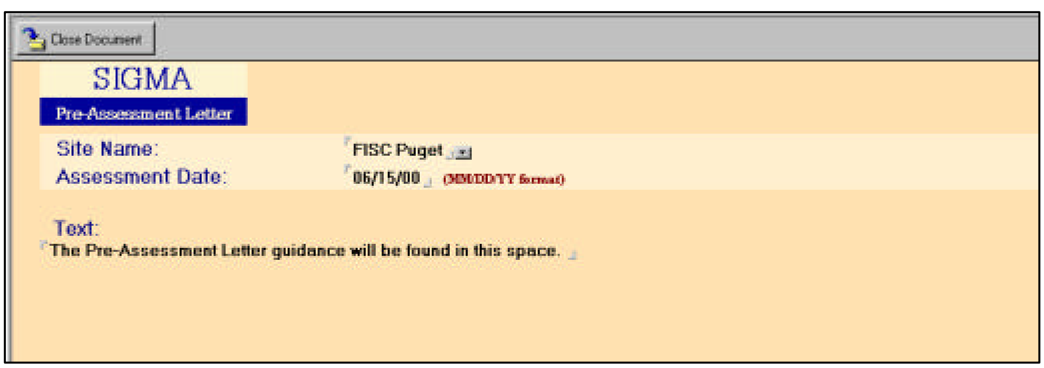


Figure 3-6 Pre-Assessment Letter

Working with Checklists

The Checklists are an essential ingredient to a successful command assessment. The pre-assessment letter will most likely direct the command to respond to the checklists pertinent to that command's operations. The checklists are arranged by functional area and alphabetically. To open a checklist double click the desired checklist item from the Assessment Checklists view. A typical Checklist form is shown at Figure 3-7. At this point, you have two options:

- Create a Comment or Question
- Create a Checklist Response

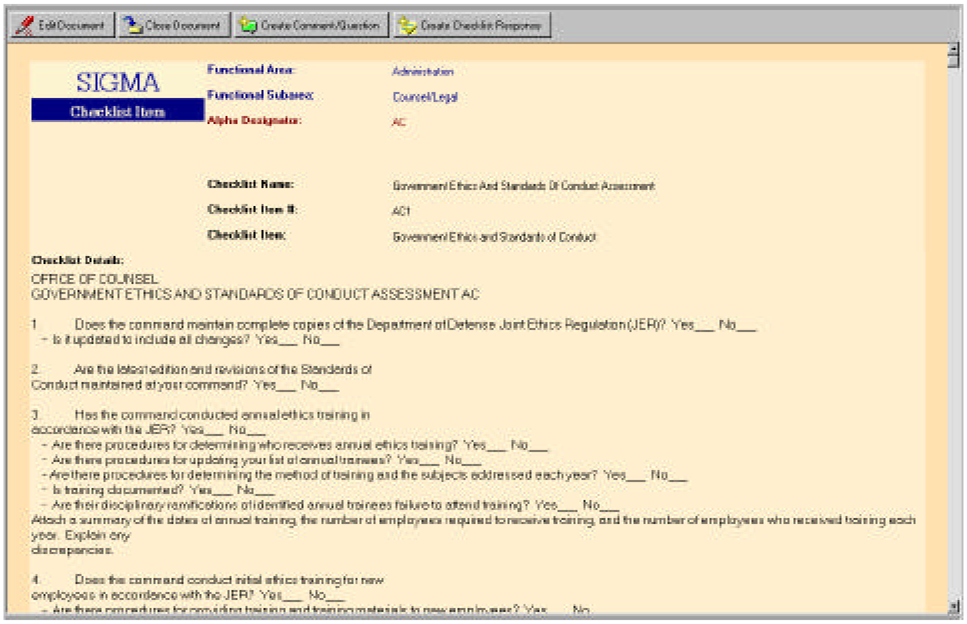


Figure 3-7 Checklist Form

Creating a Question or Comment

To create a comment or pose a question to the IG regarding the checklist item, select the **Create Comment/Question** button found at the top of the form.

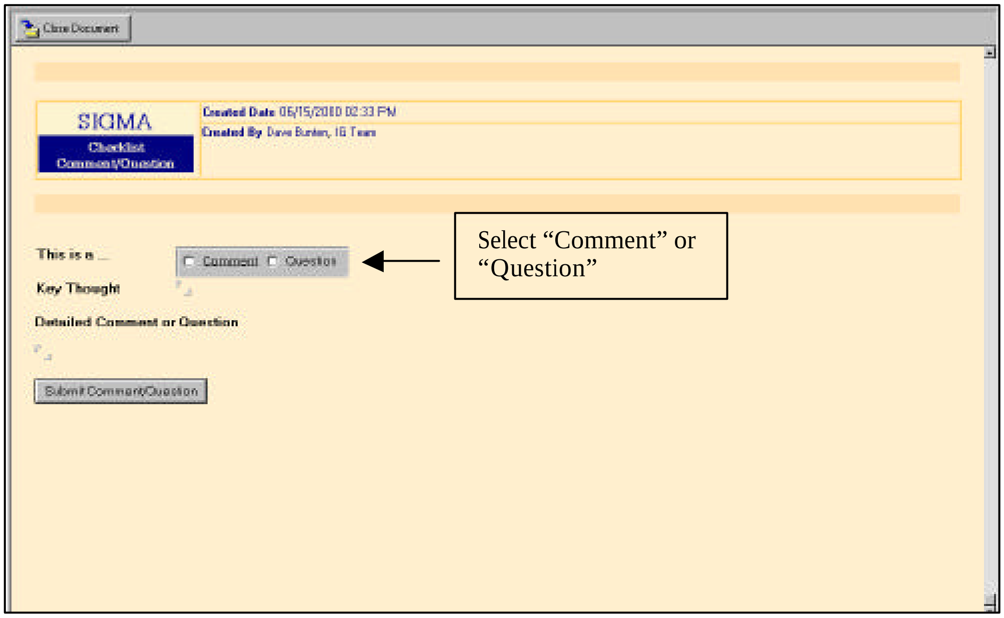


Figure 3-8 Checklist Question/Comment Form

A blank Checklist Question/Comment form, like the one shown in Figure 3-8, will appear. Click the appropriate radio button to designate whether your input is a comment or a question. Enter a brief key thought in the space provided, followed by the detailed comment or question text. When finished, press the **Submit Comment/Question** button at the bottom of the form. You will return to the Checklist that was open prior to creating the comment or question. (As an alternative you may select the **Close Document** button at the top of the form. A dialog box will appear at the center of the screen prompting you to save your input. Click **Yes** to save and submit the comment or question. Upon selecting **Yes**, the screen will automatically return to the Checklist form that was open prior to creating the comment or question.)

Creating a Checklist Response

To create a Checklist Response, select the **Create Checklist Response** button from the top of the Checklist form, shown at Figure 3-7. A blank Checklist Item Response form opens on your screen, as shown in Figure 3-9. Note that the form automatically identifies the author of the checklist response at the top of the form.

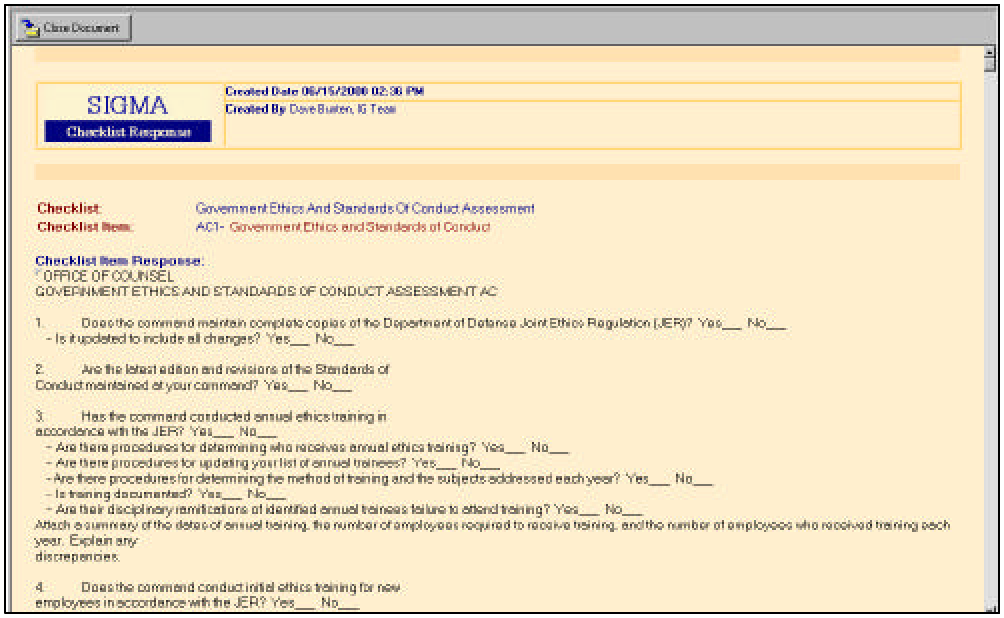


Figure 3-9 Checklist Item Response Form

Type your response to the checklist item at the end of each question or place an "X" in the appropriate space. When finished, select **Close Document** and a dialog box appears. Select **Yes** to save and submit your response. The screen will automatically transition back to the Checklist form that was open prior to creating the Checklist Response. Press **Close Document** at the top of this form to return to the Assessment Checklists view. From there, select the **Main Navigator** hotspot to return to the SIGMA Main Navigator.

Navigating to the IG Assessments

To access the IG Assessments navigator and view, select the **IG Assessments** hotspot from the center of the Main Navigator. The IG Assessments view will appear as shown in Figure 3-10. (Note: the assessment report shown is fake.)

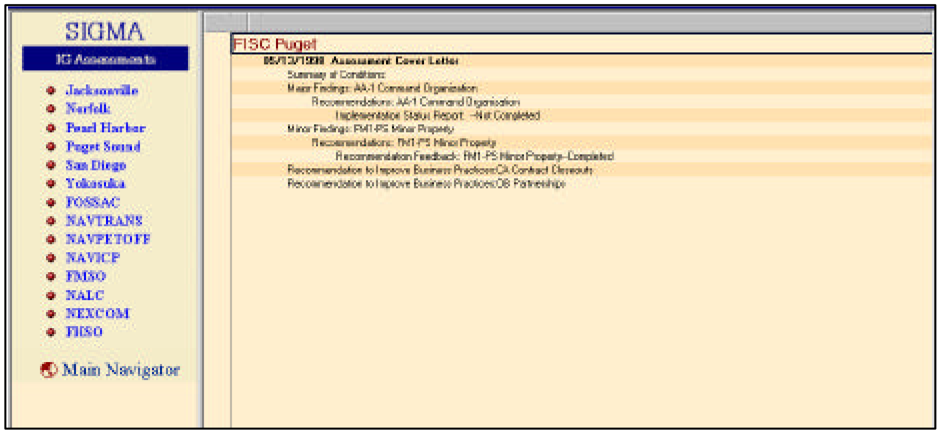


Figure 3-10 IG Assessments Navigator & View

In this view, you may review the various parts of the Command Assessment Report, as well as create Implementation Status Reports and Feedback Reports. Commands assessed by the IG are responsible for using SIGMA to create Implementation Status Reports on any recommendation stemming from a major finding. Also, commands must generate Feedback Reports to the IG regarding any recommendation stemming from a minor finding.

Note:

The Implementation Status Reports and Feedback Reports are privileged communication between each individual command's team members and the IG Team. It is therefore not visible to all SIGMA users.

Creating an Implementation Status Report

To create an Implementation Status Report for an IG recommendation based on a major finding, first double click the recommendation in the IG Assessments view to open it. Select the **Create Implementation Status Report** button located in the upper left corner of the recommendation form.

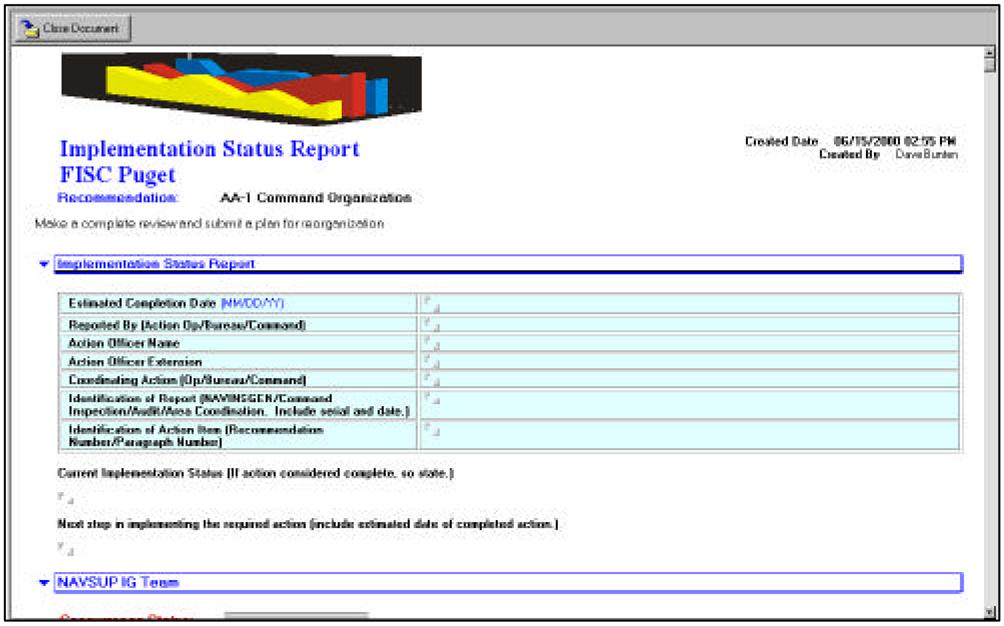


Figure 3-11 Implementation Status Report Form

A blank Implementation Status Report form appears as shown in Figure 3-11. Note that the specific recommendation is referenced at the top of the form; ensure that this is referring to the item to which you are responding. Enter the data in the designated fields. The "Estimated Completion Date" field is very important. An automatically generated email reminder will be sent to the originating command when that date is reached. When finished entering the required data, select the **Close Document** button. When the dialog box appears, select **Yes** to save and submit the report. The screen will automatically transition back to the recommendation form that was open prior to creating the report.

Generating Feedback Reports

To create a Feedback Report for an IG recommendation based on a minor finding, open the minor findings recommendation from the IG Assessments view. Press the **Create Feedback** button at the top of the recommendation form. You will first be prompted to select your command name from a list of commands and activities to ensure that the Feedback Report will subsequently be visible only to the team members at your site and to the IG Team. Once you have selected the appropriate site, click **OK**. A blank Recommendation Feedback form will appear as shown in Figure 3-12.

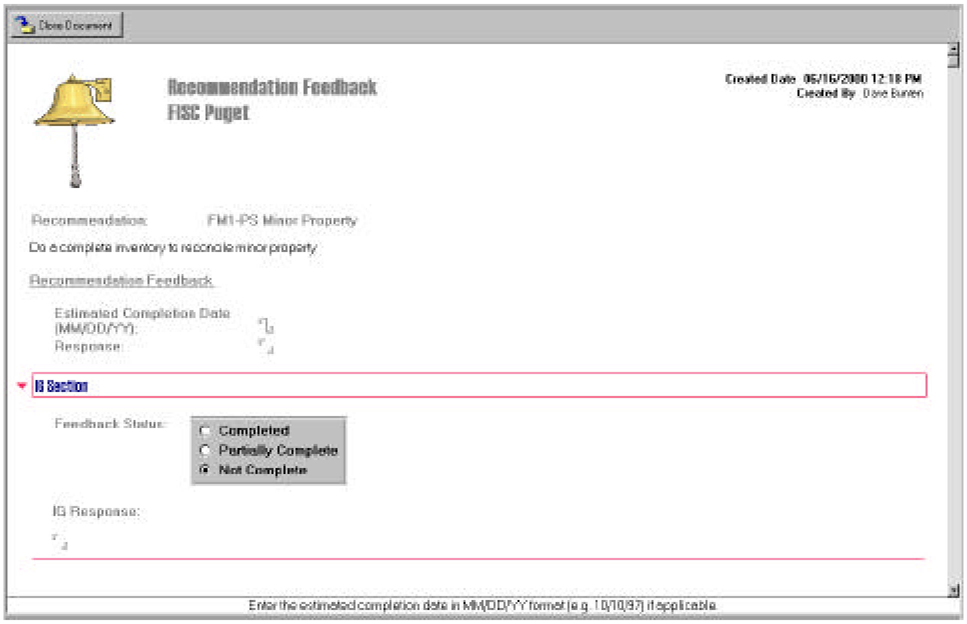


Figure 3-12 Recommendation Feedback Form

Note that the specific recommendation is referenced at the top of the form; ensure that this is referring to the item to which you are responding. Type the estimated completion date and response text in the designated fields. When finished, press the **Close Document** button at the top of the form and click **Yes** in the resulting dialog box to save and submit the input. This will automatically return the sceen to the recommendation form that was open prior to creating the Feedback Report. Select **Close Document** at the top of this form to return to the IG Assessments view. From there, select the **Main Navigator** hotspot to return to the Main Navigator view.

The NAVSUP IG is able to create responses to any Implementation Status Report or Feedback Report that you submit.

Navigating to Other Areas in the Database

The remaining sections in the SIGMA database, with the exception of Management Initiatives, are merely enclosures to the original Command Assessment report sorted in a different manner. To navigate to other areas of interest in the database, press the desired hotspot from the SIGMA Main Navigator, shown at Figure 3.3. See Chapter 4 for a more through examination of each of these areas. The remaining areas of interest include:

- Major Findings
- Minor Findings
- Improving Business Practices
- Noteworthy Accomplishments
- Management Initiatives

Chapter 4

Working in SIGMA

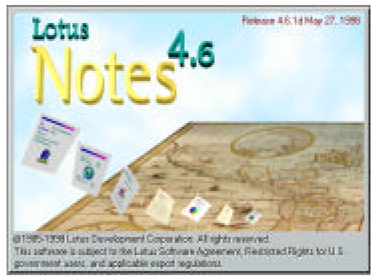
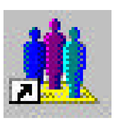


Figure 4-1 Lotus Notes Opening "Splash" Screen

Launching the SIGMA Database



NOTES ICON

Double click the Lotus Notes icon from your desktop to launch the application. The Lotus Notes opening "splash" screen, shown in Figure 4-1, will appear while the system is initializing. The splash screen transitions to the Lotus Notes workspace page. A typical workspace setup is shown in Figure 4-2.

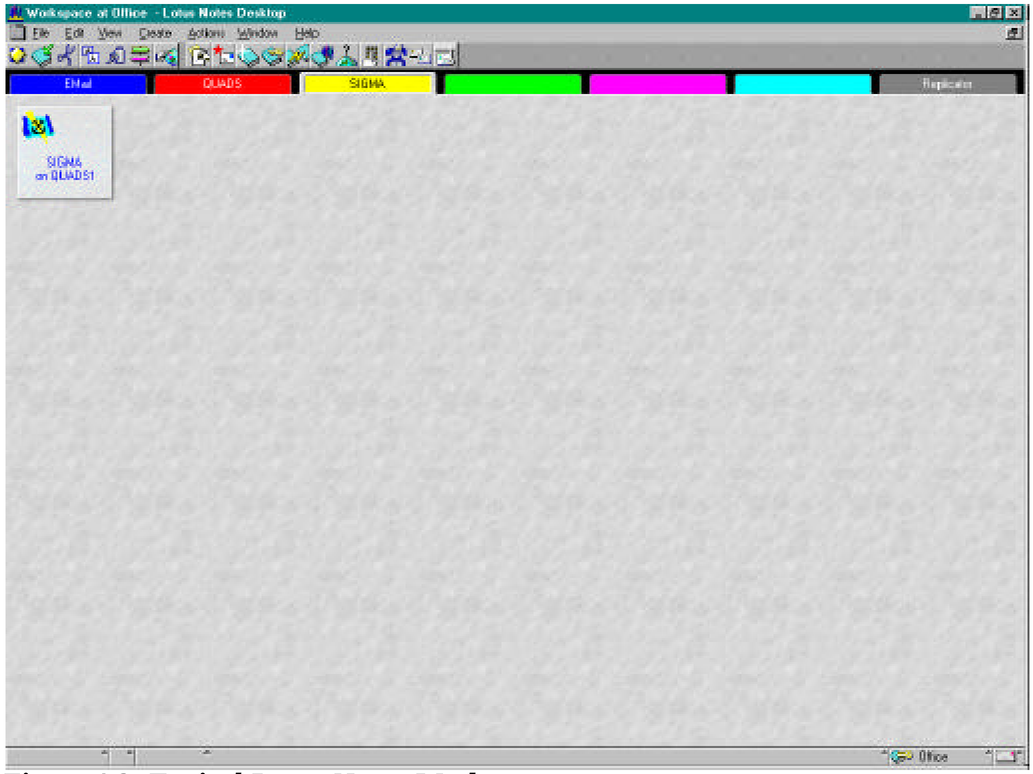


Figure 4-2 Typical Lotus Notes Workspace

Double click the **SIGMA** icon from the workspace to access the SIGMA database. The workspace page transitions to the SIGMA opening screen as shown in Figure 4-3.

SIGMA Main Navigator

The opening screen in SIGMA is the SIGMA Main Navigator, as shown in Figure 4-3. This screen will appear each time SIGMA is opened. ***All navigation activities in SIGMA begin at the Main Navigator.*** The SIGMA Main Navigator view is broken into eight areas for accessing SIGMA data: Functional Area Index, Assessment Checklists, IG Assessments, Major Findings, Minor Findings, Improving Business Practices, Noteworthy Accomplishments, and Management Initiatives. There are also navigators to the Help menu; and to Program Guidance/Schedules. (The View/Update Contact List and IG Coordinator buttons are for the SIGMA Program Manager's use.) To access a particular area within SIGMA, position the mouse pointer over the desired hotspot. A blue box highlights the navigator name. A single mouse click opens the applicable SIGMA navigator and view.

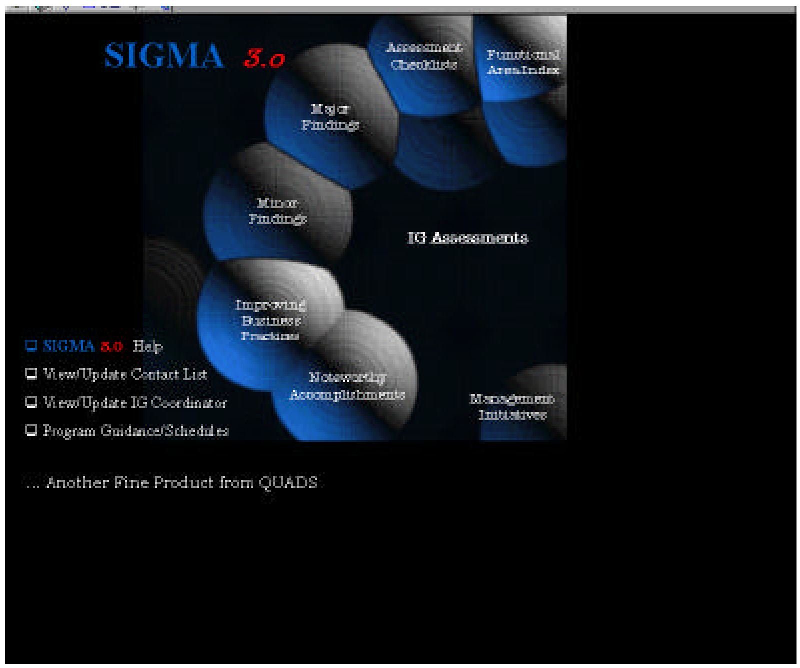


Figure 4-3 SIGMA Main Navigator

> Note:
>
> In SIGMA, navigation *between* the eight distinct areas listed above is dependent upon where you are in the database. All areas, on the other hand, can be accessed from the Main Navigator at any time. This user manual will refer you back to the Main Navigator view, as shown in Figure 4-3, when moving from one area to the next. However, the Main Navigator screen capture is only shown once for simplicity.

Navigating to the Functional Area Index

If you are a new user to the SIGMA application, you may wish to familiarize yourself with the functional areas used by the IG Team to categorize its findings. Select the **Functional Area Index** hotspot from the Main Navigator to access the Functional Area Index view as shown in Figure 4-4. You need not perform any actions in this view, but may instead review the functional areas that the IG uses to categorize findings. Double click the desired functional area from the view to access the associated Functional Index Entry (Figure 4-5). When finished, select the **Close Document** button from the top of the entry to return to the Functional Area Index view. From there, you may either proceed to the IG Assessments view or return to the SIGMA Main Navigator. To return to the SIGMA Main Navigator, select the **Main Navigator** hotspot from the navigation panel.

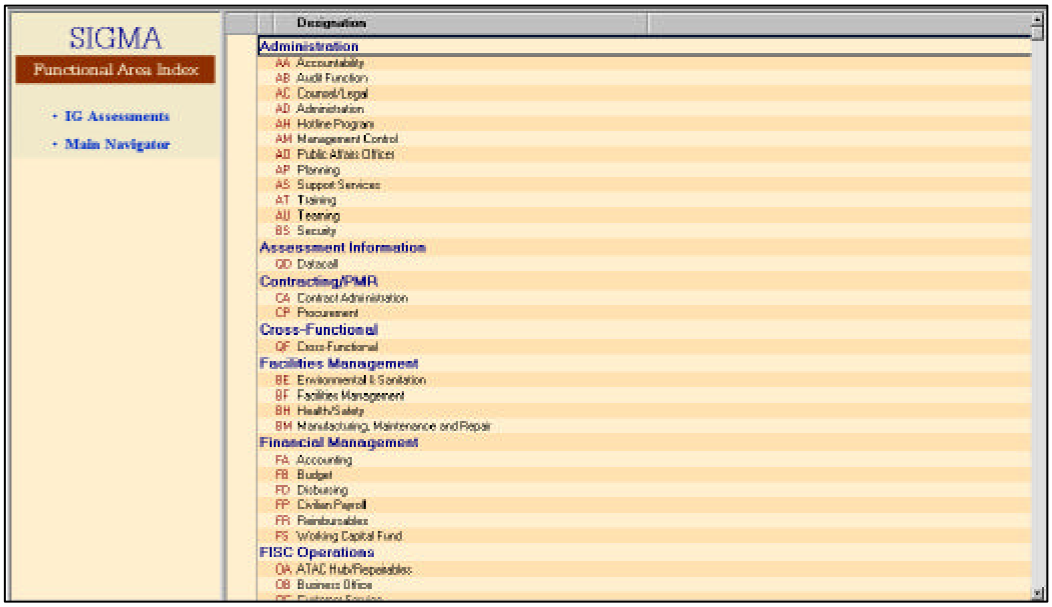


Figure 4-4 Functional Area Index Navigator & View

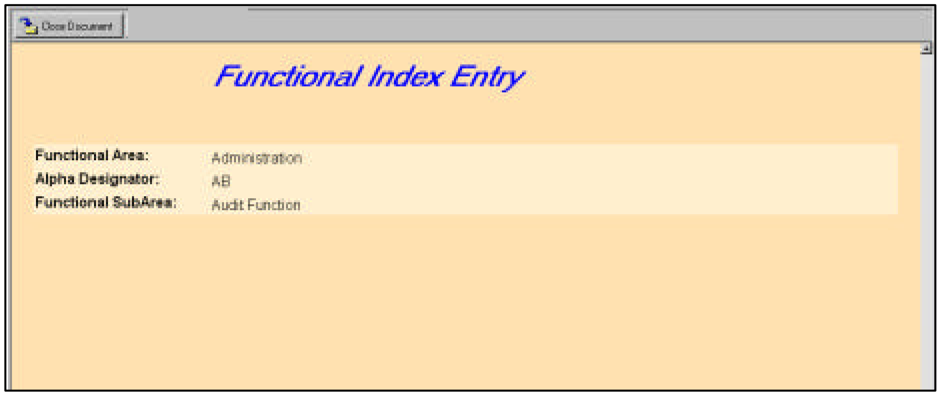


Figure 4-5 Functional Index Entry

The Functional Index Entry includes the functional area, alpha designator, and functional subarea. When finished, select the **Close Document** button at the top of the screen to return to the Functional Area Index view. From there, you may either proceed to the IG Assessments view or return to the SIGMA Main Navigator. To return to the SIGMA Main Navigator, select the **Main Navigator** hotspot from the navigation panel.

Navigating to the Assessment Checklists

In prepartion for an on-site Command Assessment, you will want to review and respond to each IG assessment checklist question. To access the Assessment Checklists navigator and view, select the **Assessment Checklists** hotspot from the Main Navigator. The resulting view is shown at Figure 4-6.

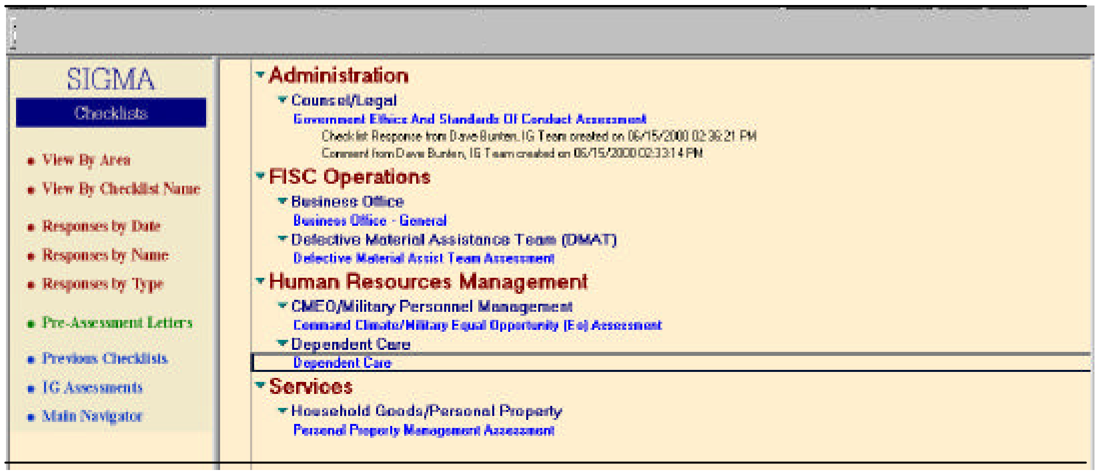


Figure 4-6 Assessment Checklists Navigator & View

Expanding and Collapsing

The Lotus Notes structure provides a unique feature to its users: the process of expanding and collapsing the view. Expanding and collapsing are means by which you can, to some extent, control desktop size, appearance, and navigation processes. In SIGMA, the items contained in each view are organized in an outline or hierarchical structure. Two methods exist for expanding (or collapsing) the view to reveal (or conceal) the next successive level of this hierarchy. The first method is to use the arrowheads, commonly known as "twisties." The functional areas listed in the view in Figure 4-6 are currently in expanded form, meaning that all subordinate items are visible. To collapse an individual functional area, single click directly on the downward pointing, or expanded, twistie. An example of both expanded and collapsed twisties in shown in Figure 4-7.

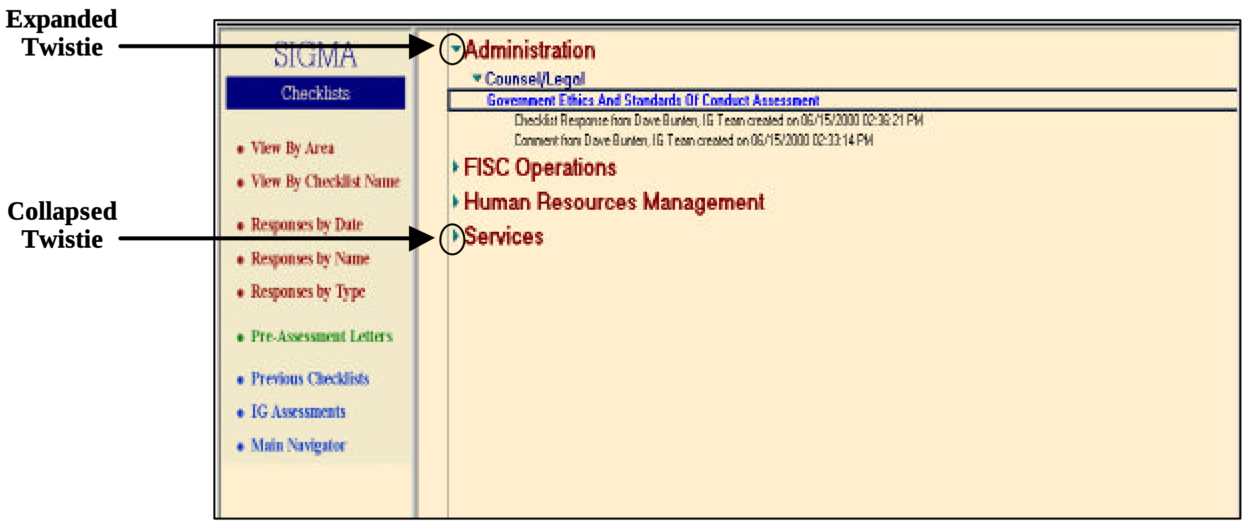
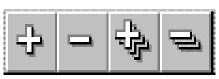


Figure 4-7 Using Twisties



An alternative method for expanding items in SIGMA is to use the Lotus Notes SmartIcons at the top of the view. The **View Expand** and **View Collapse** SmartIcons behave in the same manner as the twisties in that they expand or collapse only the selected item. In contrast, the **View Expand All** icon will reveal all levels of the hierarchy.

In the Assessment Checklists view in Figure 4-7, you see a sample listing of checklist items as well as questions and comments.. However, commands will only be able to view their Checklist Responses, as these are private communications between the IG and the command.

Navigating to the Pre-Assessment Letter

Commands will receive email notification for the commencement of the assessment process. The email will direct the command to open SIGMA and review the guidance in the pre-assessment letter. To view a pre-assessment letter, open the **Checklists** view from the SIGMA main navigator. The pre-assessment letter is found by selecting the **Pre-Assessment Letter** navigator in the left menu in the Checklists main view. The pre-assessment letter view is shown at Figure4-8.

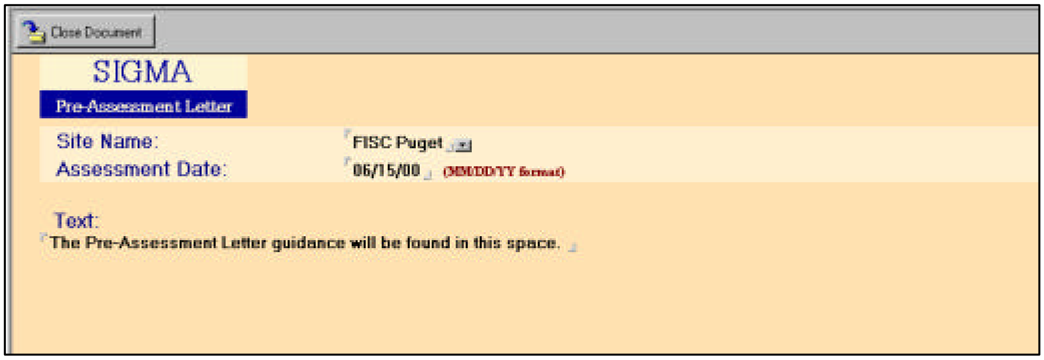


Figure 4-8 Pre-Asessment Letter

Working with Checklists

The Checklists are an essential ingredient to a successful command assessment. The pre-assessment letter will most likely direct the command to respond to the checklists pertinent to that command's operations. The checklists are arranged by functional area and alphabetically. To open a checklist double click the desired checklist item from the Assessment Checklists view. A typical Checklist form is shown at Figure 4-9. It includes the functional area, functional subarea, and alpha designator. It also includes the checklist name, checklist item #, and checklist item. At this point, you have two options:

- ❑ Create a Comment or Question
- ❑ Create a Checklist Response

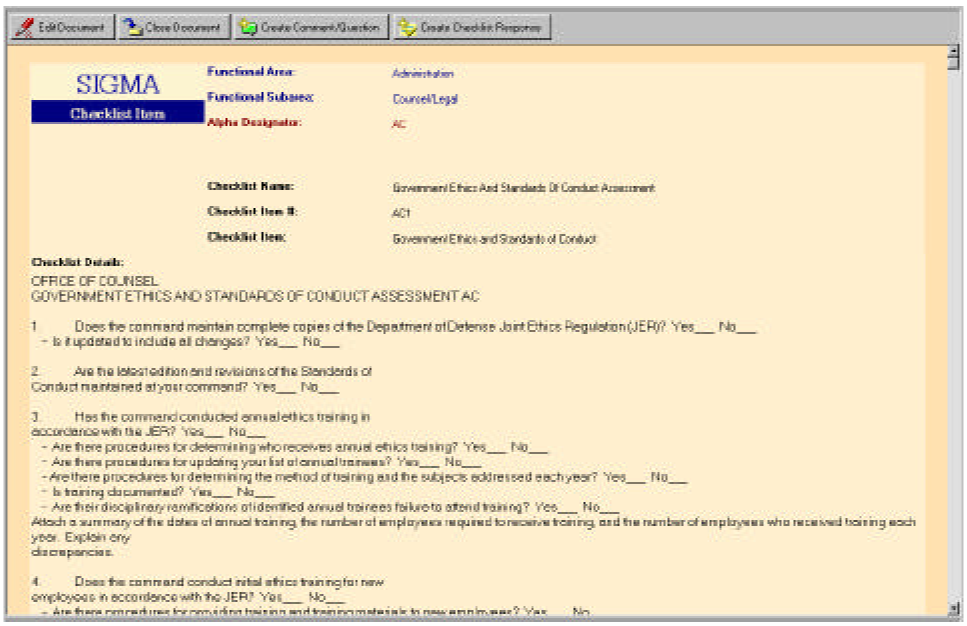


Figure 4-9 Checklist Form

Creating a Question or Comment

Prior to responding to a checklist, you may need clarification or more information than is provided on the Checklist form. In such a case, you can create a comment or pose a question to the IG regarding the checklist item by selecting the **Create Comment/Question** button at the top of the Checklist form. A blank Checklist Question/Comment form will appear, as shown in Figure 4-10.

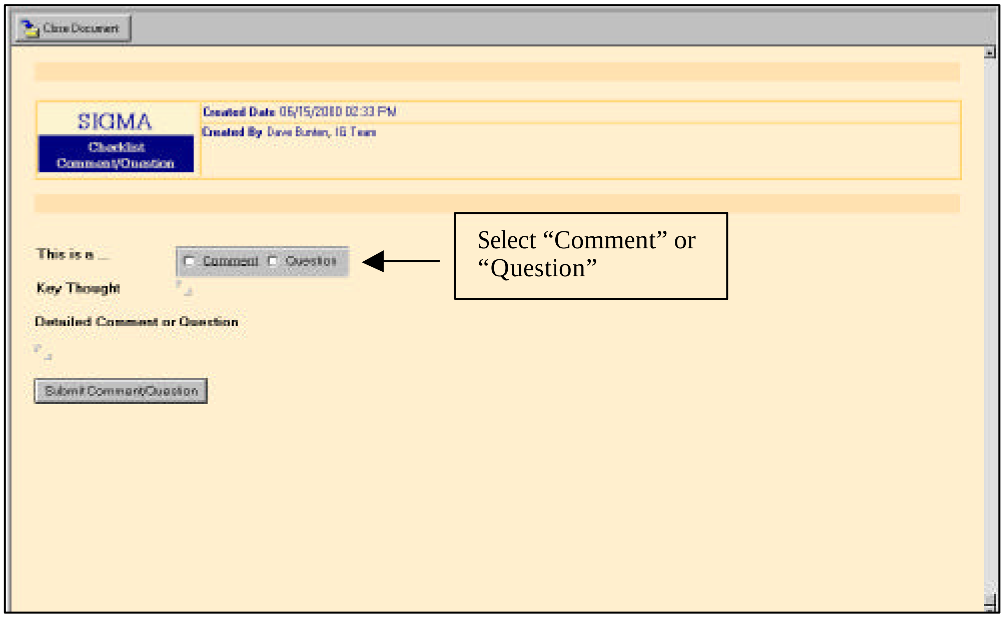


Figure 4-10 Checklist Question/Comment Form

The form opens in Edit Mode as evidenced by the brackets [ ] throughout the form. The Created Date and Created By information is automatically added based on the users Notes ID. To begin, you need only click the appropriate radio button to designate whether your input is a comment or a question. Enter a brief key thought in the space provided, followed by the specific question or comment text. When finished, select the **Close Document** button. A dialog box appears; click **Yes** to save and submit your input. Recall that this communication is viewable by all commands in addition to the IG team itself.

Creating a Checklist Response

To create a Checklist Response, select the **Create Checklist Response** button at the top of the Checklist form, as shown in Figure 4-11. A blank Checklist Item Response form will open on your screen as shown in Figure 4-12.

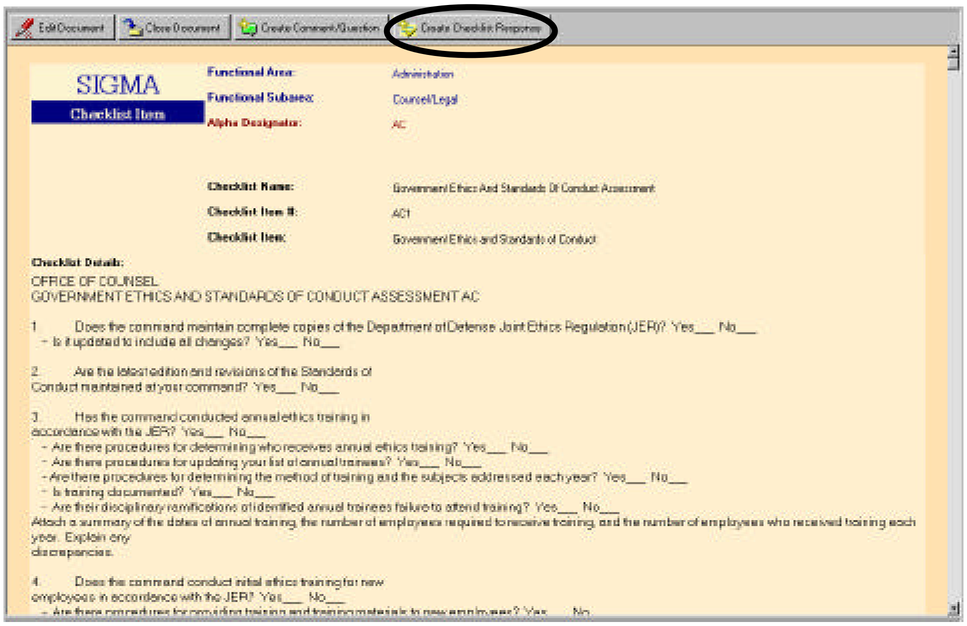


Figure 4-11 "Create Checklist Response" Button

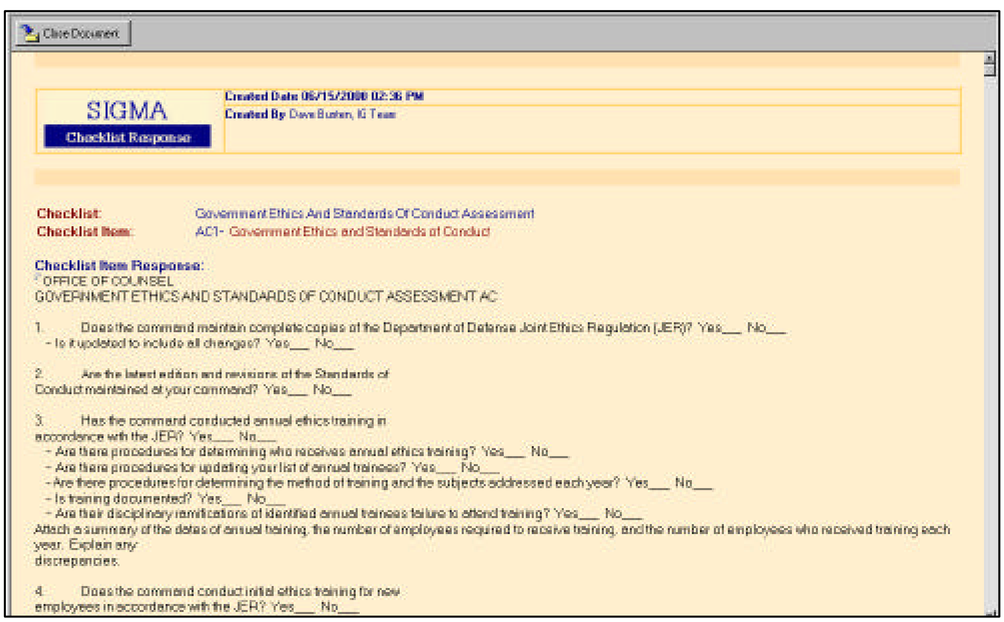


Figure 4- 12 Checklist Item Response Form

The Checklist Item Response form, shown in Figure 4-12, opens in Edit Mode. Enter your responses to each checklist question at the end of the question or in the block provided for "yes" or "no" questions. To submit the completed Checklist Response, select the **Close Document** button. Click **Yes** in the resulting dialog box to save and submit the response. The screen will automatically transition back to the Checklist form that was open prior to creating the response.

When you are finished in the Assessment Checklists view, you may either proceed directly to the IG Assessments view or return to the Main Navigator. To do so, select the respective hotspot from the Assessment Checklists navigation panel.

Note
Use rich text to change the color of your checklist answers to blue so they are easily distinguishable from the questions. To do this select **text | color | blue** from the menu bar.

Navigating to the IG Assessments

The IG Assessment view is the heart of the SIGMA database application. When a particular IG Command Assessment has been completed, the report will be made available in SIGMA for review by all SIGMA users. To view a Command Assessment online or report on command progress, you will need to navigate to the IG Assessments view. Select the **IG Assessments** hotspot from the center of the Main Navigator and the IG Assessments view will appear as shown in Figure 4-13.

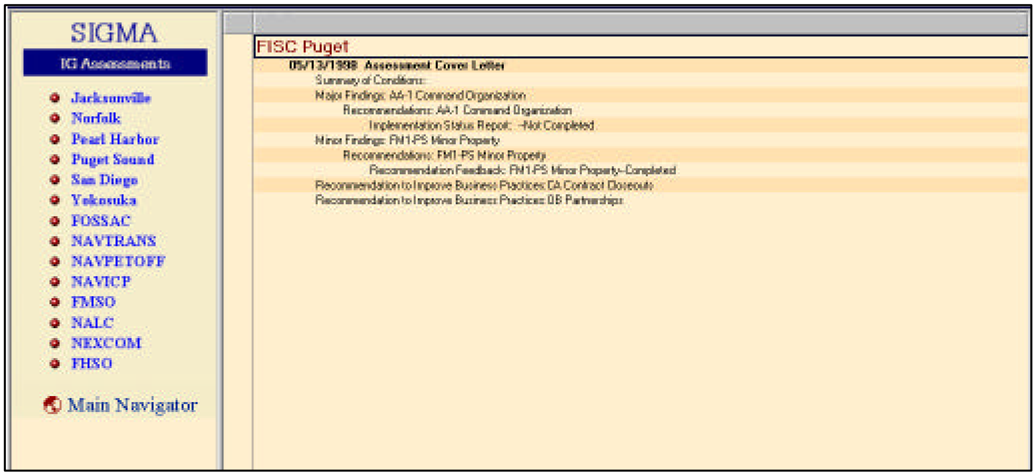


Figure 4-13 IG Assessments Navigator & View

The IG Assessments navigation panel lists the various commands as hotspots. Selecting any one of these hotspots will show only the assessment for the selected command.

Command Assessment Reports

The Command Assessment report is broken into several sections: Assessment Cover Letter, Summary of Conditions, Major Findings and related Recommendations, Minor Findings and related Recommendations, Recommendations to Improve Business Practices, and Noteworthy Accomplishments. In Figure 4-14, you can see various parts of a sample Command Assessment report. To view any of the report sections, double click its title in the view.

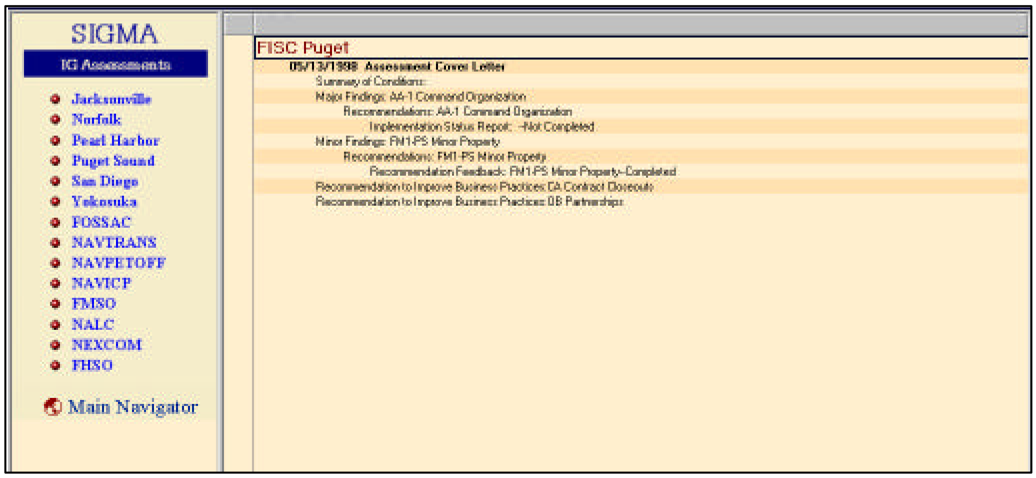


Figure 4-14 Sample Command Assessment

Commands assessed by the IG are responsible for using SIGMA to create Implementation Status Reports on any recommendation stemming from a major finding. Likewise, commands must generate Feedback Reports to the IG regarding any recommendation stemming from a minor finding.

> **Note:**
>
> While every command may view findings and recommendations, the Implementation Status Reports and Feedback Reports are privileged communications and access is strictly limited to each individual command's team members and to the IG Team. It is therefore not visible to all SIGMA users.

Creating an Implementation Status Report

To create an Implementation Status Report for an IG recommendation based on a major finding, scroll to the major findings recommendation in the IG Assessments view and double click to open it. The Recommendation form appears as shown in Figure 4-15. Select the **Create Implementation Status Report** button to open a blank Implementation Status Report form.

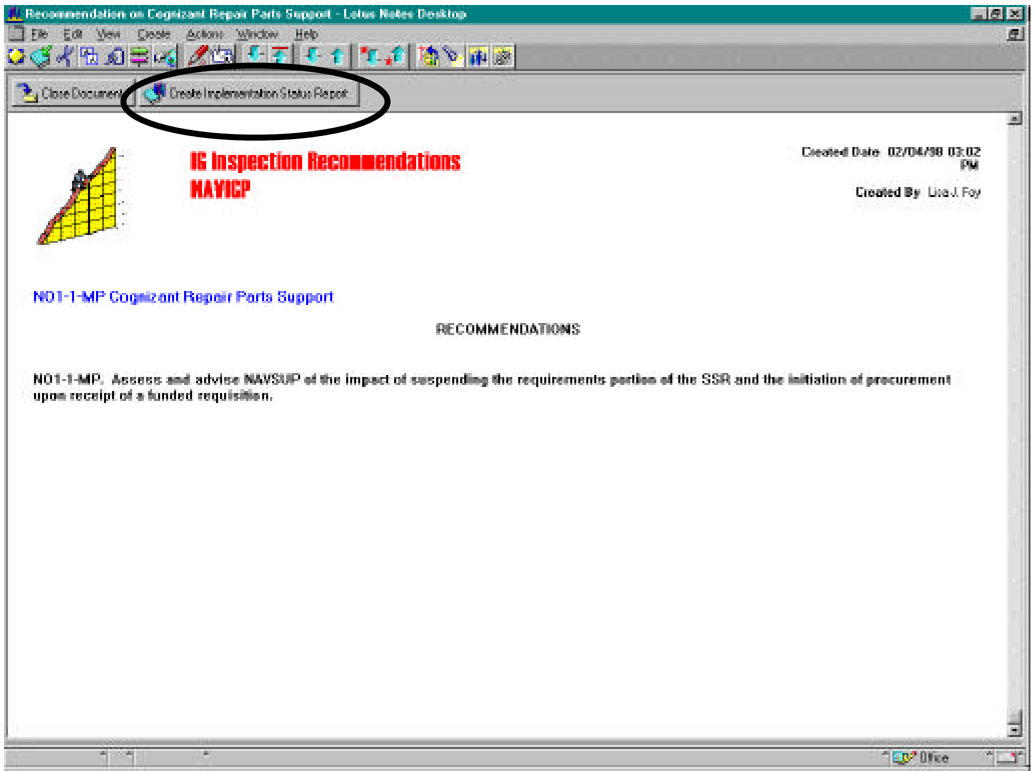


Figure 4-15 Recommendation Based on a Major Finding

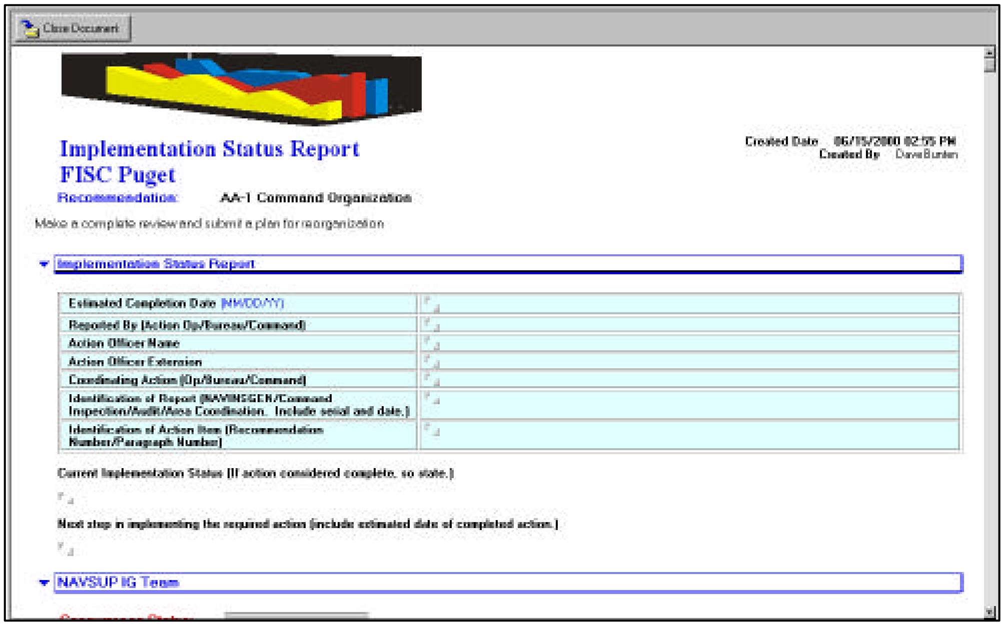


Figure 4-16 Implementation Status Report Form

The Implementation Status Report form, shown in Figure 4-16, opens in Edit Mode as evidenced by the brackets [ ]. Note that the specific recommendation is referenced at the top of the form; ensure that this is referring to the item to which you are responding. Also the name of the person creating the report is automatically entered in the top right corner. Enter the data in the designated fields. The estimated completion date is a dynamic field. An email reminder to the command will automatically be created on the date entered in this field. Do not fill out the NAVSUP IG Team portion of the form; this section is desginated for the IG Team during the adjudication process. A file may be attached and submitted with Implementation Status Reports and Feedback Reports. Refer to Appendix A for further details regarding attachments. When finished, select **Close Document** and **Yes** in the resulting dialog box to submit the report. The screen will automatically return to the recommendation form that was open prior to creating the Implementation Status Report.

Response Forms

After an Implementation Status Report is created the saved form will show a button called **Create Response** as shown in Figure 4-17. The create response form is for use by both the NAVSUP IG and the command. The NAVSUP IG uses the form to provide detailed feedback to the command after reviewing the plan of action in the Implementation Status Report. The command can use the form to update the status on their plan of action.

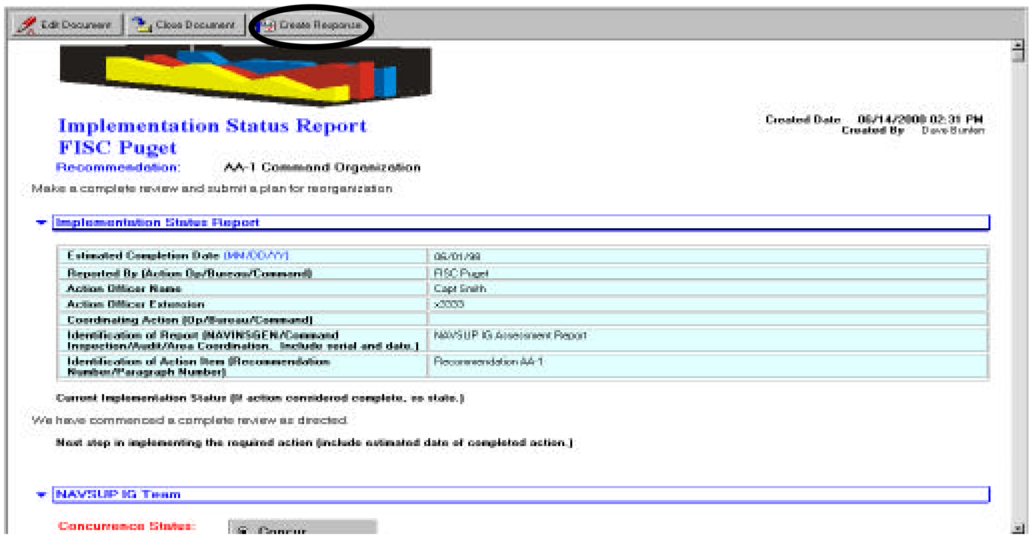


Figure 4-17 Create Response button in the Implementation Status Report

The create response form is straight forward as shown in Figure 4-18. Fill in the Key Thought and the Detailed Response. Select Close Document and select **YES** at the prompt to save the document. The saved response form will now show a **Create Response** button for reply as necessary.

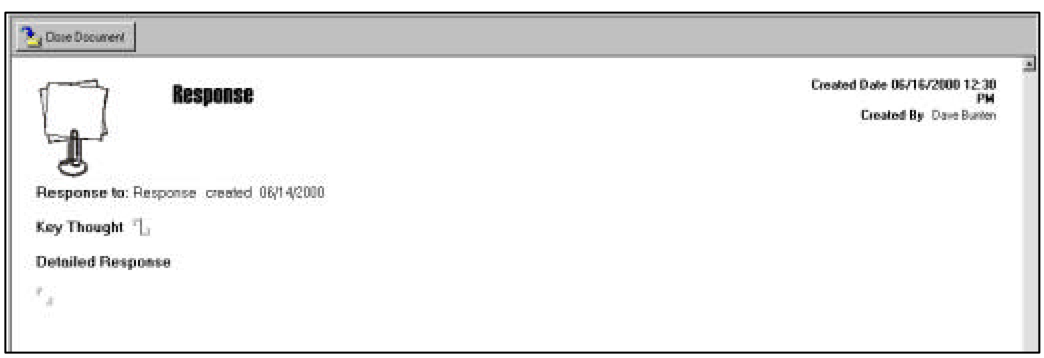


Figure 4-18 Create Response Form

Generating Feedback Reports

To create a Feedback Report for an IG recommendation based on a minor finding, double click the desired minor findings recommendation in the IG Assessments view. Once opened, the recommendation will appear as shown in Figure 4-19. Select the **Create Feedback** button. In the resulting dialog box, identify your command and click **OK**. This ensures that the Feedback Report will be viewable by only your command and by the IG Team. A blank Feedback Report form will appear as shown in Figure 4-20.

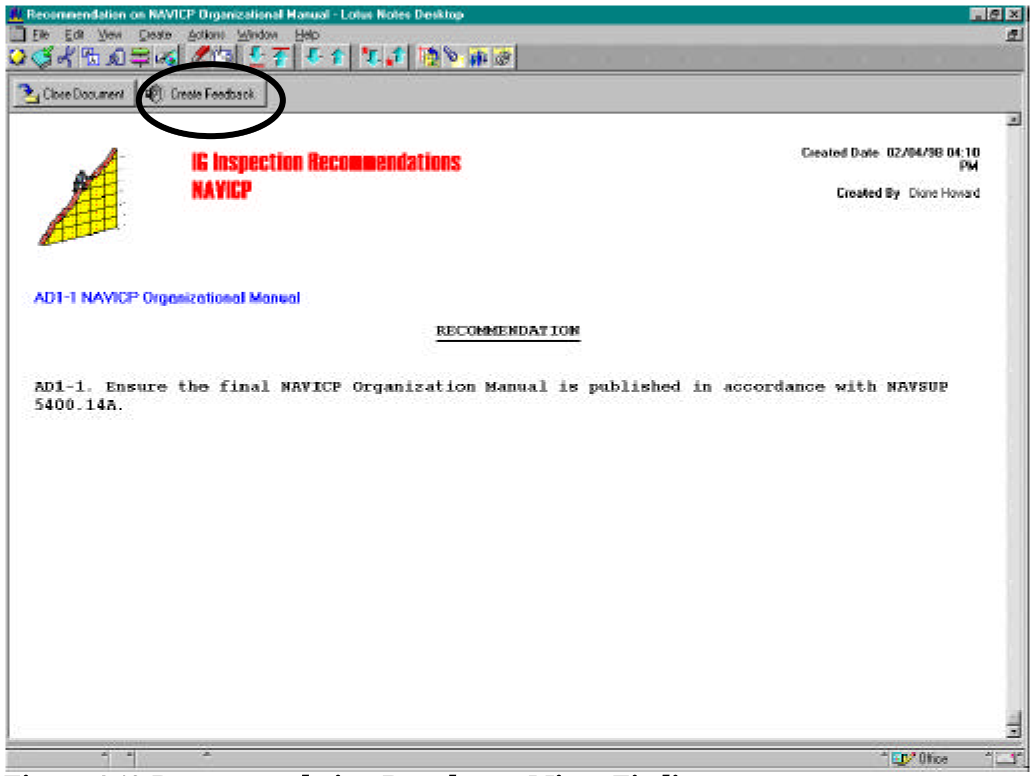


Figure 4-19 Recommendation Based on a Minor Finding

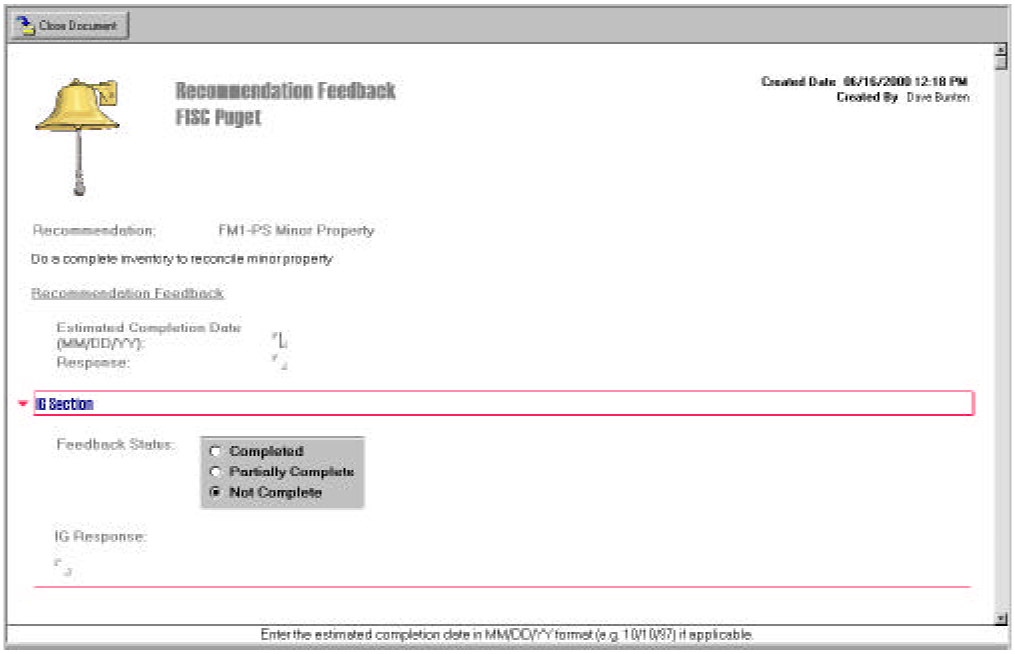


Figure 4-20 Recommendation Feedback Form

Note that the specific recommendation is referenced at the top of the Feedback form; ensure that this is referring to the item to which you are responding. Enter the estimated completion date (in MM/DD/YY format) and actual feedback text in the designated fields of the Recommendation Feedback form. Do not fill out the section entitled IG Section; this section is reserved for the NAVSUP IG Team during the adjudication process. When finished, select **Close Document** and **Yes** in the resulting dialog box to save and submit the report.

Note:

The NAVSUP IG Team would like each command submitting a Recommendation Feedback Report to subsequently update the *same* form when providing new information. The form should be opened in the same manner and the new information should be typed into the open text field to overwrite the previous information.

Correspondence from NAVSUP IG

The NAVSUP IG is able to create responses to any Implementation Status Report or Recommendation Feedback Report submitted by a command. The IG may also respond to questions and comments pertaining to assessment checklist items. If you are a non server-based user, you may need to replicate (document download/upload) with the central server to view such responses. The process of replication is covered in Chapter 4. Server-based users will not need to replicate, since their replication process is automatic.

Navigating to Other Areas in the Database

The remaining sections in the SIGMA database, with the exception of Management Initiatives, are merely enclosures to the original Command Assessment report sorted in a different manner. This information is sorted to facilitate ease and convenience throughout the IG Assessment process. To navigate to other areas of interest in the database, press the respective hotspot from the SIGMA Main Navigator.

Looking at the SIGMA Main Navigator, shown in Figure 4-3, you can see the remaining areas of the database. Each of the remaining sections is part of the IG Command Assessment report, with the exception of Management Initiatives. Note that the **Management Initiatives** hotspot is located slightly to the right of the other hotspots to graphically depict that it is not part of the Command Assessment report. The remaining areas of interest include:

- Major Findings
- Minor Findings
- Improving Business Practices
- Noteworthy Accomplishments
- Management Initiatives

Sort Orders

The SIGMA application offers several ways of viewing the information contained within it. The various hotspots on its navigators provide both a means of navigating the database and a means of sorting the information by different criteria. The remaining areas of the database, listed above, offer two different sort orders: By Site or By Functional Area. The default is the By Site view. To sort by functional area, select the **By Functional Area** hotspot from the navigation panel. *Note that the navigation panel toggles between the two sort orders.*

Navigating to the Major Findings

To view the major findings without the other sections of the Command Assessment report embedded, select the **Major Findings** hotspot from the Main Navigator, shown in Figure 4-3. The Major Findings view is shown in Figure 4-21. This view contains the Major Findings and associated Recommendations section of an assessment report. It is grouped “By Site” and “By Functional Area”. Therefore, both NAVSUP IG Team members and field activities can use this view to isolate and take necessary action on assessment report Major Findings. The functionality in this view is the same as in the **Assessments** view. Some users may find it advantageous to use the **Major Findings** view for working with Major Findings in an assessment report, since navigation to each finding is much quicker.

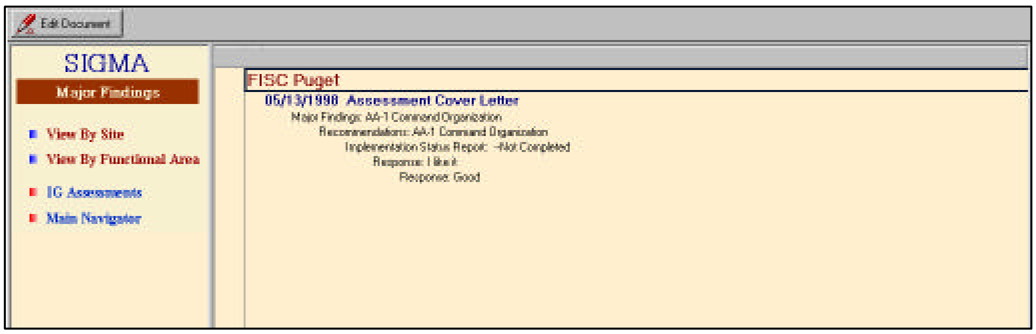


Figure 4-21 Major Findings Navigator & View

To view a finding, recommendation, or other forms in this view, simply select the item and double click on it. If you are simply viewing the item, then select **close document** when you are finished to return to the Major Findings view. If you are taking action, then follow the guidance in the **Assessments** section of this chapter. There are navigators in this view for moving to the IG Assessments view and to the Main Navigator.

Navigating to the Minor Findings

To view only the IG minor findings, select the **Minor Findings** hotspot from the Main Navigator, which reveals the view shown in Figure 4-22. This view contains the Minor Findings and associated Recommendations section of an assessment report. It is grouped "By Site" and "By Functional Area". Therefore, both NAVSUP IG Team members and field activities can use this view to isolate and take necessary action on assessment report Minor Findings. The functionality in this view is the same as in the **Assessments** view. Some users may find it advantageous to use the **Minor Findings** view for working with Minor Findings in an assessment report, since navigation to each finding is much quicker.

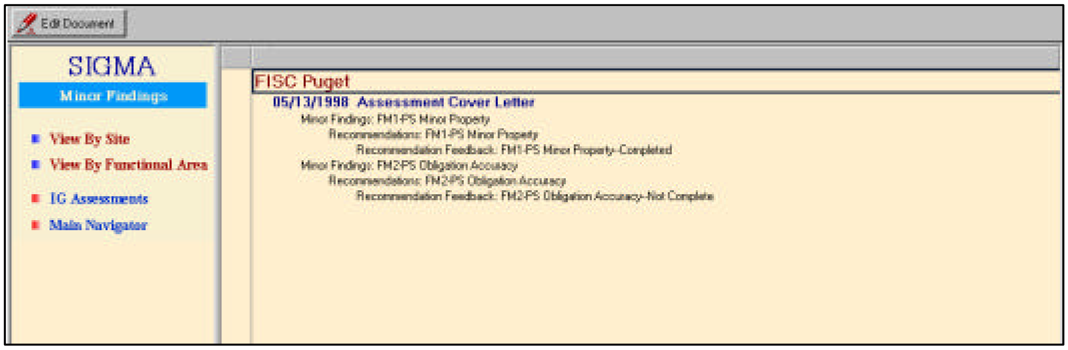


Figure 4-22 Minor Findings Navigator & View

To view a finding, recommendation, or other forms in this view, simply select the item and double click on it. If you are simply viewing the item, then select **close document** when you are finished to return to the Minor Findings view. If you are taking action, then follow the guidance in the **Assessments** section of this chapter. There are navigators in this view for moving to the IG Assessments view and to the Main Navigator.

Navigating to Improving Business Practices

To access the Improving Business Practices navigator and view, select the **Improving Business Practices** hotspot from the SIGMA Main Navigator. The Improving Business Practices navigator and view screen will appear as shown in Figure 4-23. Any recommendations for improving business practices from an IG Assessment appear in this view. You need not perform any actions in this view; it is for information purposes only.

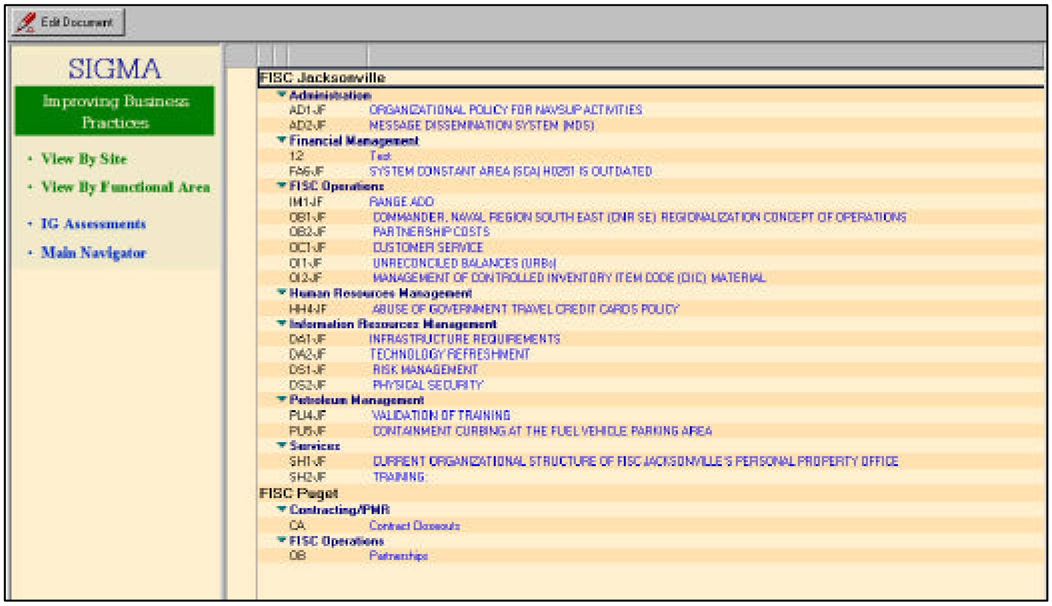


Figure 4-23 Improving Business Practices Navigator & View

To view a recommendation to improve business practices, select the recommendation, then double click to open it. When finished reviewing the recommendation, select the **Close Document** button from the top of the document to navigate back to the Improving Business Practices view. From there, you have the option of navigating to either the IG Assessments view or to the Main Navigator. To do so, press the respective hotspot from the navigation panel.

Navigating to Noteworthy Accomplishments

To navigate to the Noteworthy Accomplishments section of the application, select the **Noteworthy Accomplishments** hotspot from the Main Navigator. The Noteworthy Accomplishments view appears as shown in Figure 4-24.

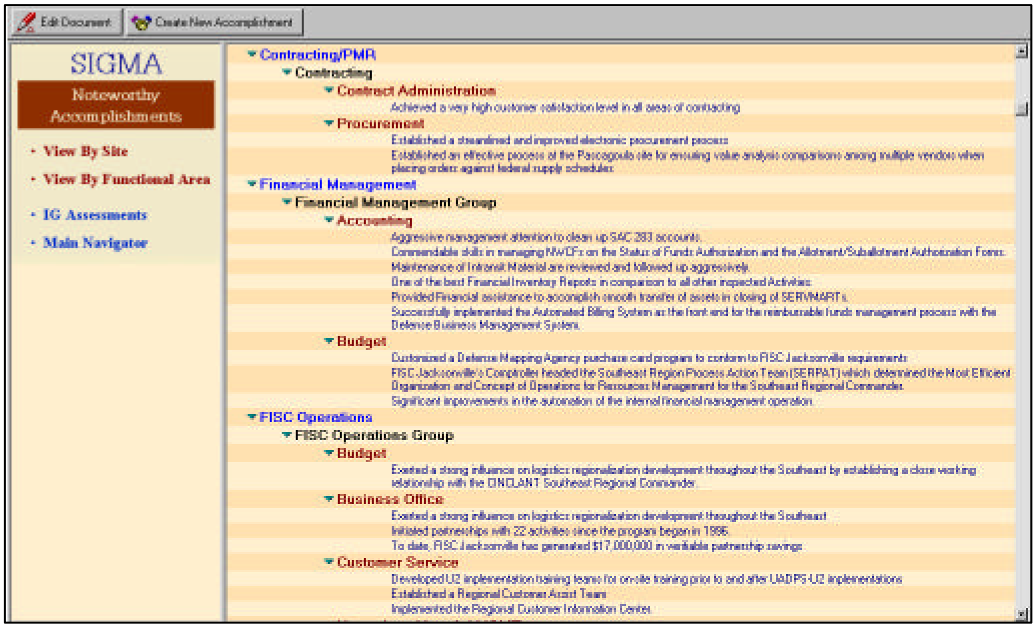


Figure 4-24 Noteworthy Accomplishments Navigator & View

To view a particular noteworthy accomplishment, double click its title in the view. After reviewing the noteworthy accomplishment, select the **Close Document** button from the top of the document. Once the screen has transitioned back to the Noteworthy Accomplishments view, you may either proceed to the IG Assessments view or return to the Main Navigator by clicking the respective hotspot from the navigation panel.

Navigating to Management Initiatives

To navigate to the Management Initiatives navigator and view, select the **Management Initiatives** hotspot from the Main Navigator. The view will appear as shown in Figure 4-25.

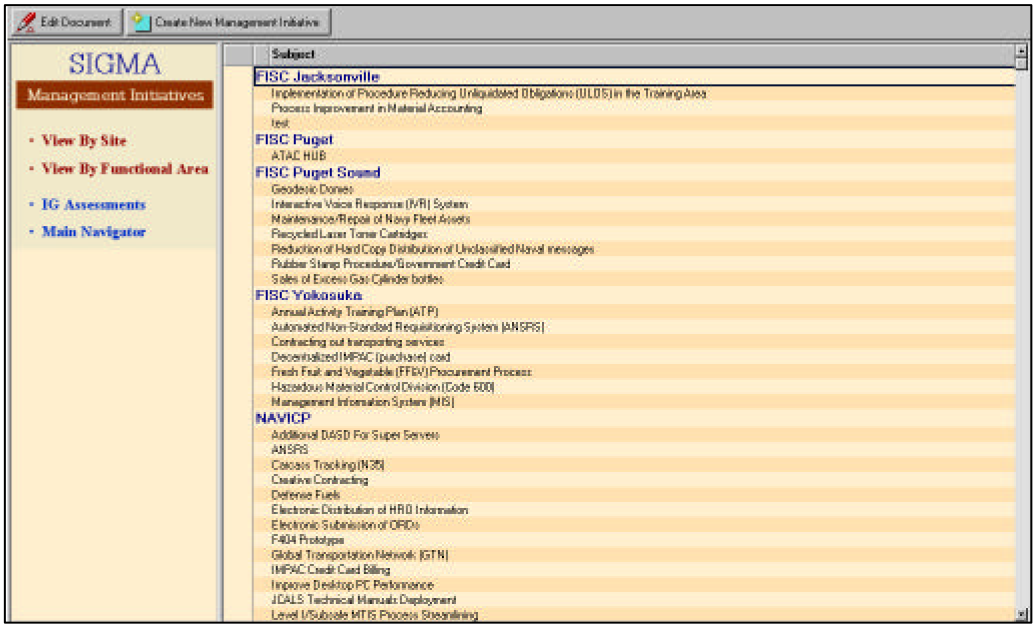


Figure 4-25 Management Initiatives Navigator & View

You may view any management initiative by double clicking the desired management initiative from the view. When finished, select the **Close Document** button from the top of the document to return to the Management Inititives view. At this point, you may navigate to the Main Navigator or to the IG Assessments view by selecting the respective hotspot from the Management Initiatives navigation panel.

Disclaimer:

The SUP IG has not verified the Management Initiatives. Commands desiring more information about a particular management initiative should contact the point of contact (POC). The POC name and telephone number are listed at the very bottom of the management initiative document.

Chapter

5

MANAGER’S TOOLS

Chapter Applicability

This chapter describes the processes that can be used by the SIGMA Program manager or anyone given “editor” privileges to create or change documents in SIGMA. The functionality explained in this chapter will only be visible to a SIGMA user with “editor” privileges.

It is assumed that users of this chapter will be familiar with assessment report organization and the SIGMA user functionality.

Creating the Functional Area Index

The foundation of SIGMA is the categorization of assessment findings, recommendations to improve business practices, and noteworthy accomplishments by functional area. Functional areas provide the organization for an assessment report and aid in the compilation of metrics or trend analysis.

The SIGMA program manager establishes the functional areas and sub functional areas in the Functional Area Index..

To create a new functional area and/or add a new sub functional area select the **Functional Area Index** navigator on the SIGMA Main Navigator. In the **Functional Area Index** view (Figure 5-1) select **Create Index Entry**. A blank form will appear as shown in Figure 5-2. Fill-in the required information, then select **Submit**. The entry will be saved and you will return to the Functional Area Index view.

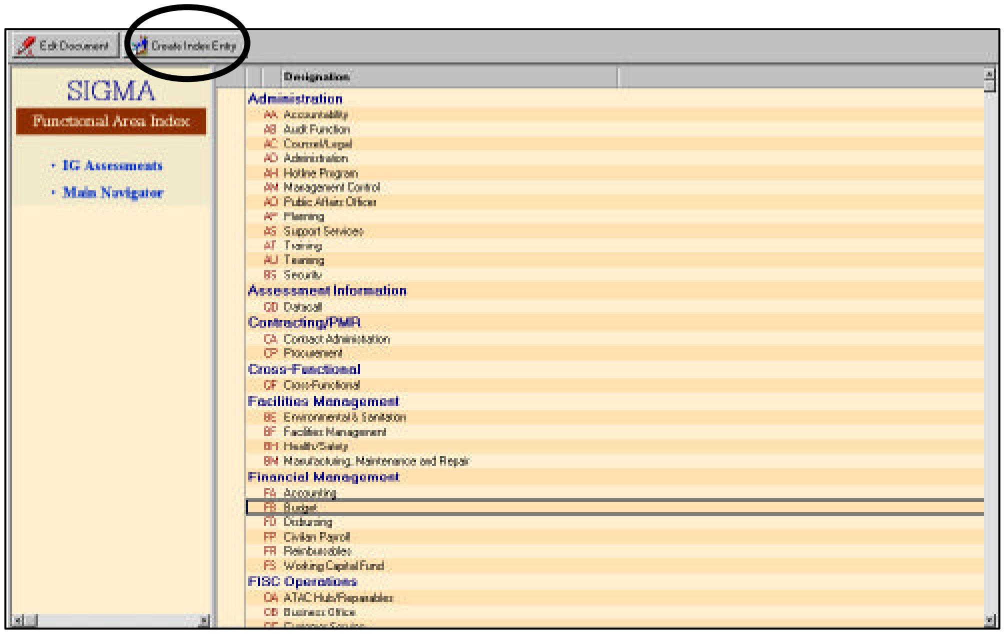


Figure 5-1 Functional Area Index Navigator & View

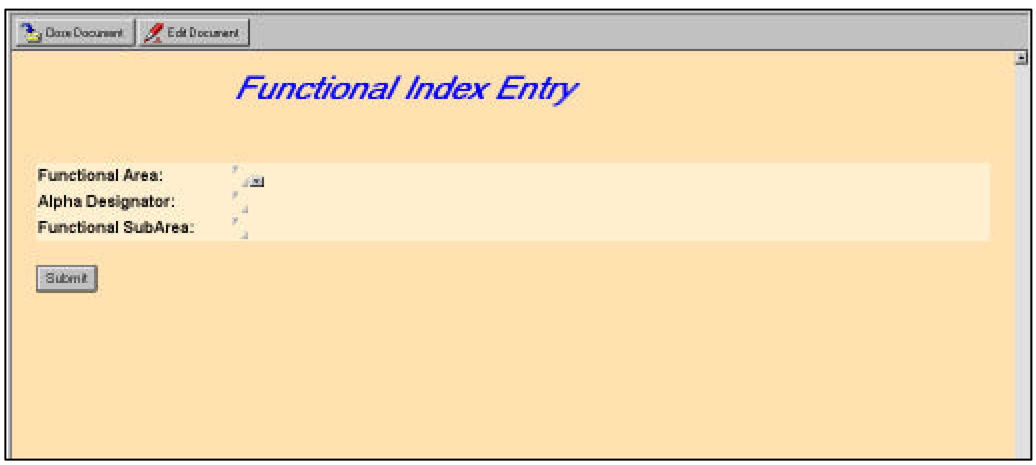


Figure 5-2 Create New Functional Area and Sub Functional Area Form

Changing a Functional Index Entry

To edit a Functional Index Entry, select **Edit Document**, make the desired changes, then select **Cloase Document.** Select **Yes** in the prompt box, and you will return to the Functional Index vew.

Maintaining The View/Update Contact List

SIGMA has automatic email generating triggers to notify field activities when the NAVSUP IG team creates new documents. For this feature to work properly the contact list for each activity needs to be kept current. The SIGMA Program Manager or others with “editor” access are the only people who can access a “contact list”. To add a new contact or to perform maintenance on the existing list of contacts, first select **View/Update Contact List** in the main navigator. The result is shown in Figure 5-3.

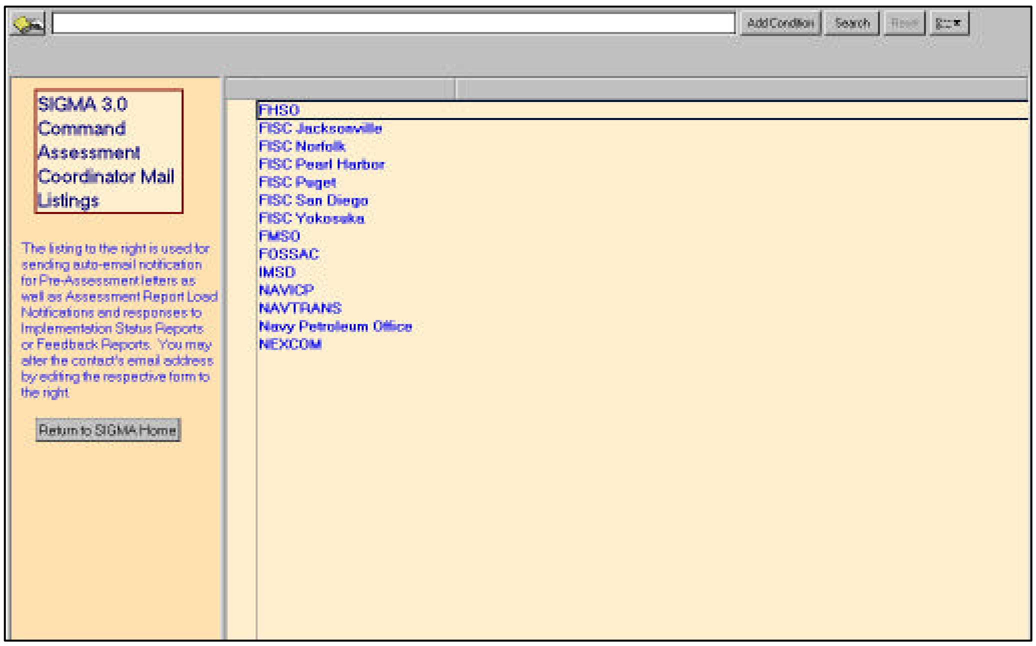


Figure 5-3 Command Assessment Coordinator Mail Listing

To add a new name or change the existing entries for a command, double click on the appropriate command link. The ensuing form is shown in Figure 5-4.

Figure 5-4 Site Mailing-list Form

Next select the **Edit Document** button. The form will change to edit mode as shown in Figure 5-5. With the form in edit mode you can add a new name or you can change the email addresses for the command you initially selected.

Figure 5-5 Site Mail List Form Entry Screen

To add a new email address enter one or more email addresses in the “Mailing List” block. Use a comma between each email address. When you are finished select **Close document.** All automatic email triggers in SIGMA will send an email to the addresses on the command mailing list.

Maintaining The View/Update IG Coordinator List

SIGMA also has automatic email generating triggers to notify the SIGMA Program Manager when the assessed activities create new documents. To add or change the email address in this section select **View / Update IG Coordinator List** from the main navigator. The result is shown in Figure 5-6.

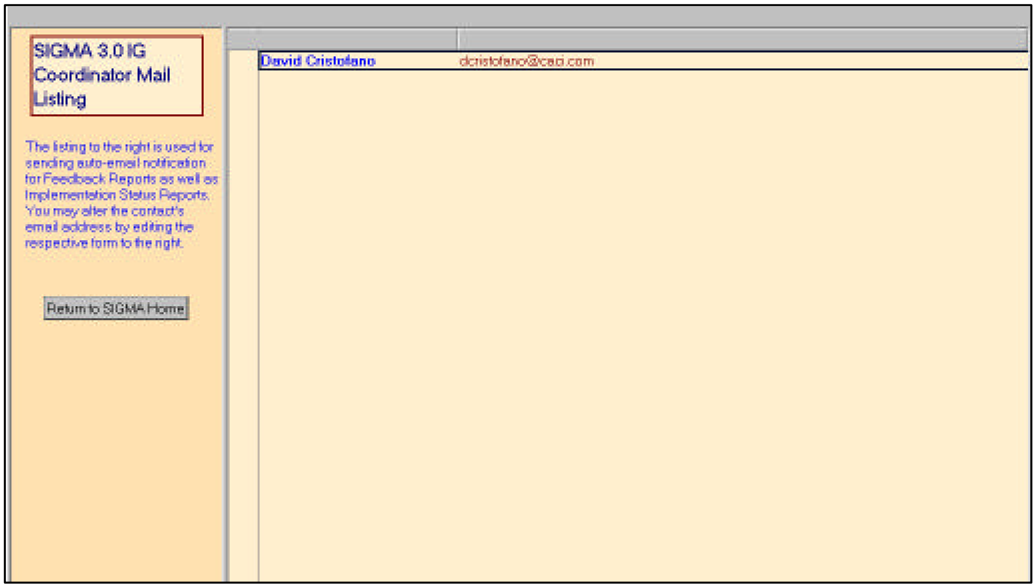


Figure 5-6 SIGMA 3.0 IG Coordinator Mail Listing

From this view double click on the name to get the edit screen as shown in Figure 5-7. Select **Edit Document** to place the form in edit more as shown in Figure 5-8.

Figure 5-7 NAVSUP IG Contact Form

Figure 5-8 NAVSUP IG Contact Form in Edit Mode

Add or change the name in the NAVSUP IG Coordinator Block and insert the Coordinator's email address. When all information is complete, select **Save**, then select **Yes** in the prompte box. You will return to the NAVSUP IG Contact View.

Creating Pre-Assessment Letters

The pre-assessment letter is created from the **Assessment Checklists** view. To access the Assessment Checklists navigator and view, select the **Assessment Checklists** hotspot from the Main Navigator. The resulting view is shown at Figure 5-9.

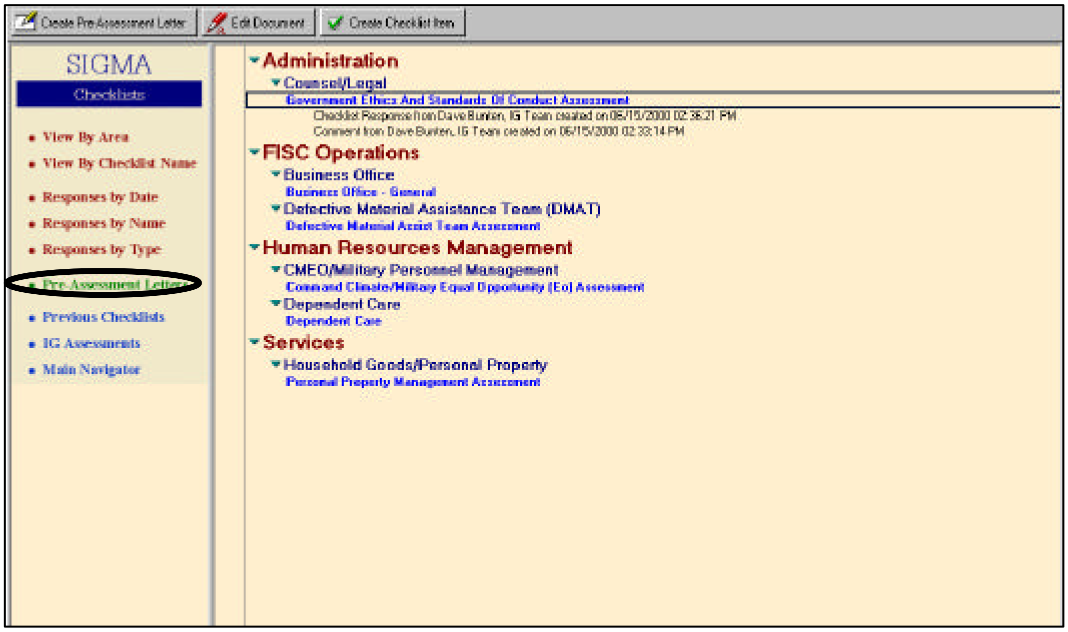


Figure 5-9 Assessment Checklists Navigator & View

Select the **Create Pre-Assessment Letter** button at the top of the view. The pre-assessment letter form will appear as shown in Figure 5-10. Select the name of the site that is addressee on the letter from the drop down list, enter the planned assessment date, and add text of the letter. The letter text may be keyed in directly, or pasted in from a word processing document. When all information is complete select **Close document**. This "submission" of the pre-assessment letter triggers the automatic creation of an email to the individual(s) the SIGMA program manager has input in the **View/Update Contact List** section.

Figure 5-10 Pre-Assessment Letter Form

Viewing Pre-Assessment Letters

To view a pre-assessment letter select the **Pre-Assessment Letter** navigator in the Checklists view. (See the circled navigator in Figure 5-9.)

Creating New Checklists

Experience has shown that there is frequent need to create/delete/update the pre-assessment checklists. All changes to the checklists start by selecting **Create Checklist Item** from the Checklists view. (See Figure 5-9.) The new checklists screen will open as shown in Figure 5-11.

Figure 5-11 New Checklist Form

Using the menus provided, select the Functional Area, Functional Subarea, and Checklist Name. Also, you must assign an Alpha Designator, Checklist Item #, and Checklist Item title. In the Checklist Details block enter the checklist questions. You can key in the questions, or paste from a word processing document. When are have entered all of the required information select **Close Document**, then select **Yes** at the prompt box.. The new checklist will appear in the logical section of the checklist view.

Changing a Checklist

To change an existing checklist, select the checklist from the checklist view. When the checklist opens, select **Edit Document.** The checklist is now in edit mode. Change any of the fields or questions as necessary, then select **Close Document.** A checklist in edit mode is shown in Figure 5-12.

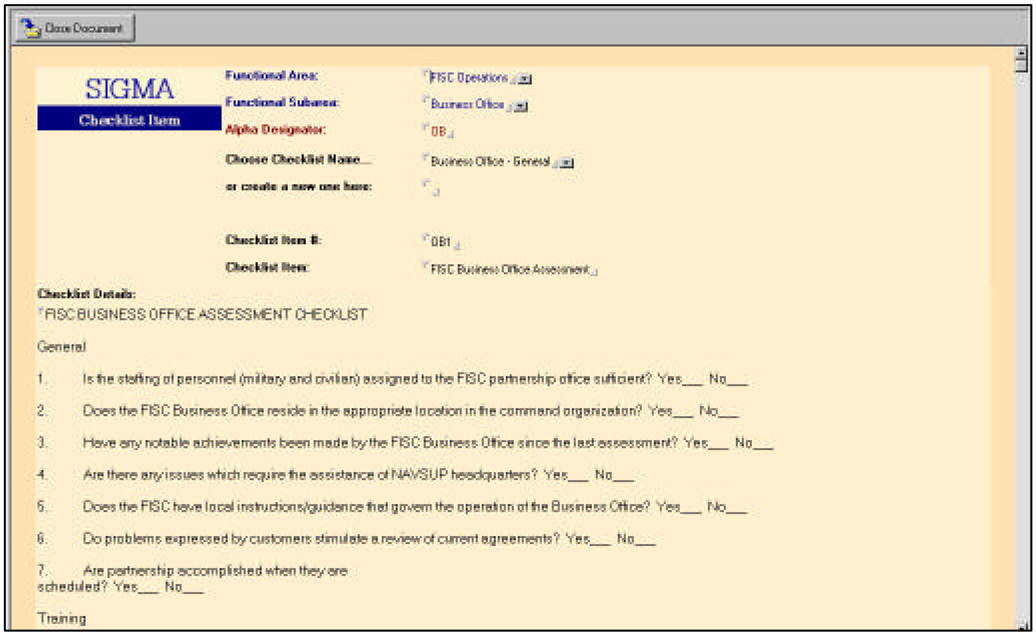


Figure 5-12 Checklist Edit Mode

Deleting a Checklist

To completely delete a checklist, highlight the view. From the Lotus Notes menu bar select **Edit | Clear**. The Lotus Notes symbol for deleting a document will appear to the left of the item. The complete the action select **View |Refresh** from the Lotus Notes menu bar and the checklist will be deleted.

Creating A New Assessment

To create a new assessment select **Create Inspection Form** from the **IG Assessments** view shown in Figure 5-13. The assessment cover letter form will appear as shown in Figure 5-14. This form is the "parent" for all of the assessment forms. It must be created first when loading a new assessment report in SIGMA. To complete the form select the site name from the drop down menu, enter the assessment date, assessment team names, and the cover letter text. The cover letter text can be keyed in or pasted from a word processing document. When all required information has been entered select **Close** and at the prompt box select **Yes.**

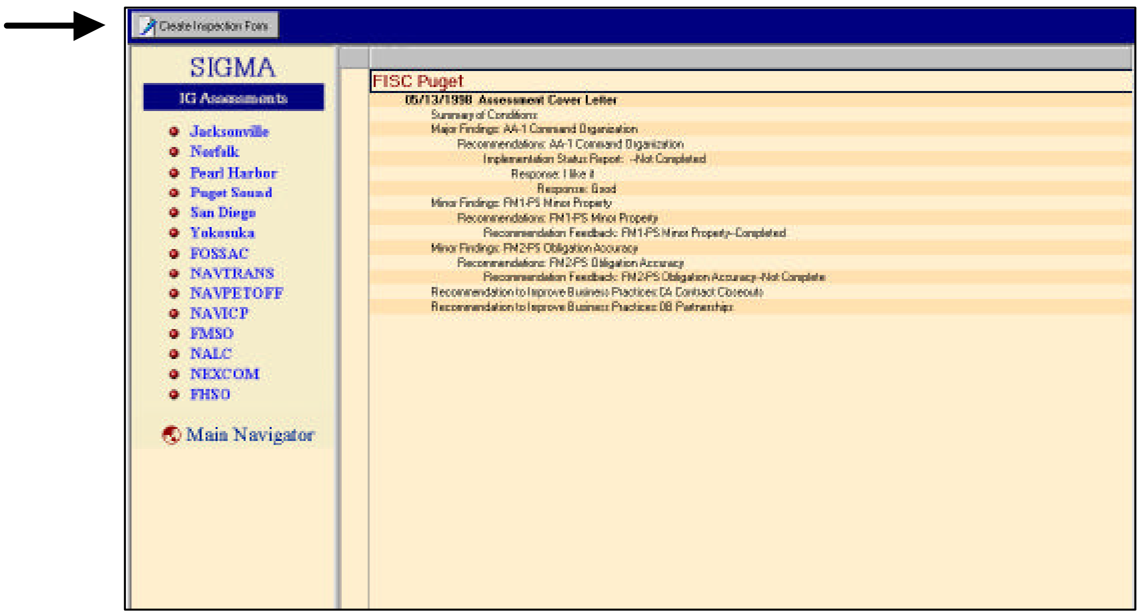


Figure 5-13 Assessments Main View

Figure 5-14 Assessment Cover Letter

When completed and saved the Assessment Cover Letter form will contain a new set of buttons at the top of the view for creating the remaining sections of the assessment report. (See Figure 5-15.) Selecting one of the buttons will open the form for creating that assessment section.

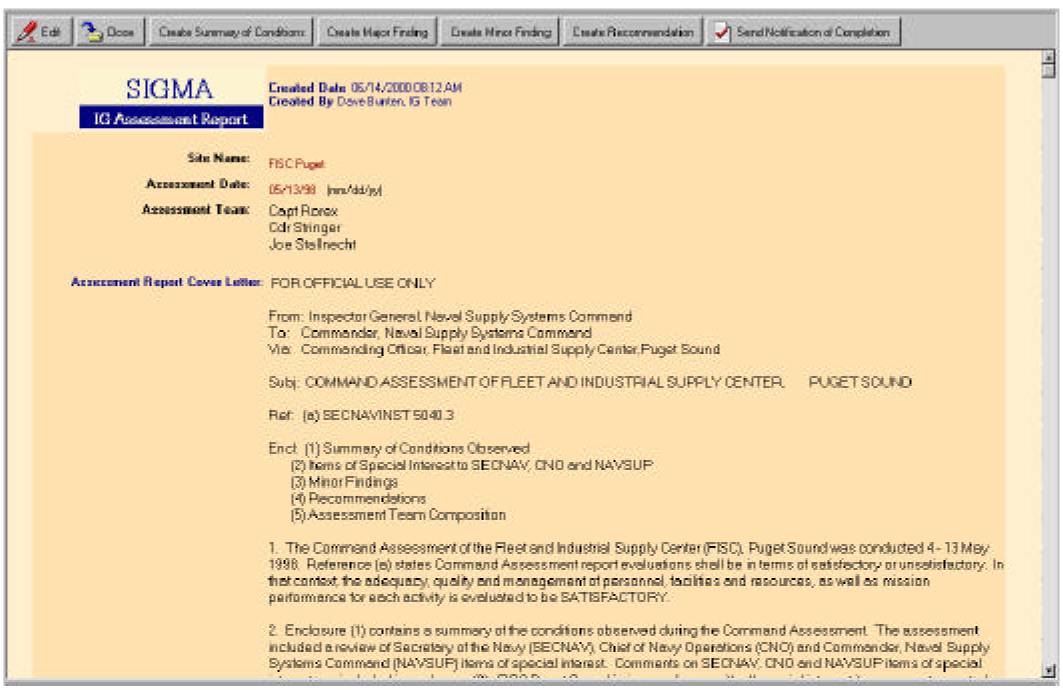


Figure 5-15 Completed Cover Letter & Section Create Buttons

Creating the Summary of Conditions

The first enclosure in an assessment report is the Summary of Conditions. To create this section, select **Create Summary of Conditions** from the assessment cover letter view. The Summary of Conditions form will appear as shown in Figure 5-16. Enter the Summary of Conditions information in the block provided, then select **Close Document.** Return to the Assessment Cover letter to create the next section.

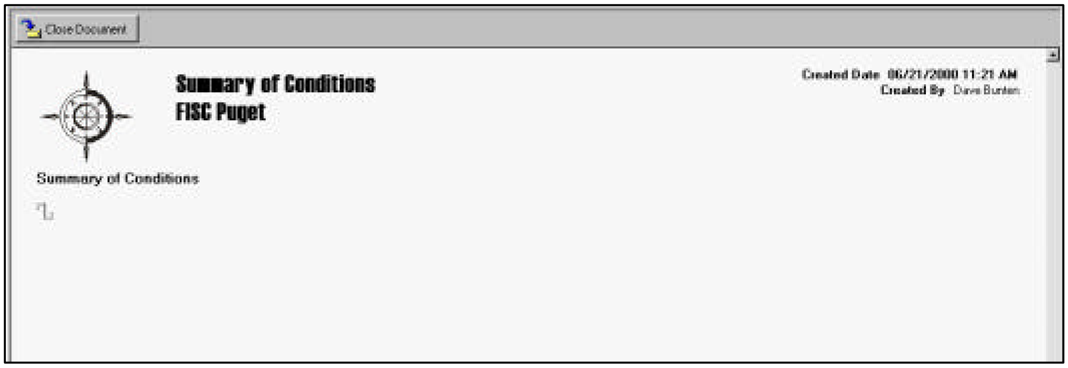


Figure 5-16 Summary of Conditions

Creating Major Findings

The findings and associated recommendations are input as parent/child documents. First you must create the Major Finding, then from the saved Major Finding screen you can create one or more associated recommendations. Historically Assessment Reports have been prepared using an MS Word template. Immediately following the Assessment they are then loaded in SIGMA via copy and paste.

To create a Major Finding select the **Create Major Finding** button in the Assessment Cover Letter view. The Major Finding form is shown as Figure 5-17. Complete the form by: entering the section number (i.e. the functional area code plus activity code), entering the title of the Major Finding, selecting the functional area from the menu, and keying or pasting the finding description. When all required information has been entered, select **File | Save** fom the Lotus Notes Menu bar. *Do not select Close Document, or you will have to return to the finding you have just created in order the create a recommendation.*

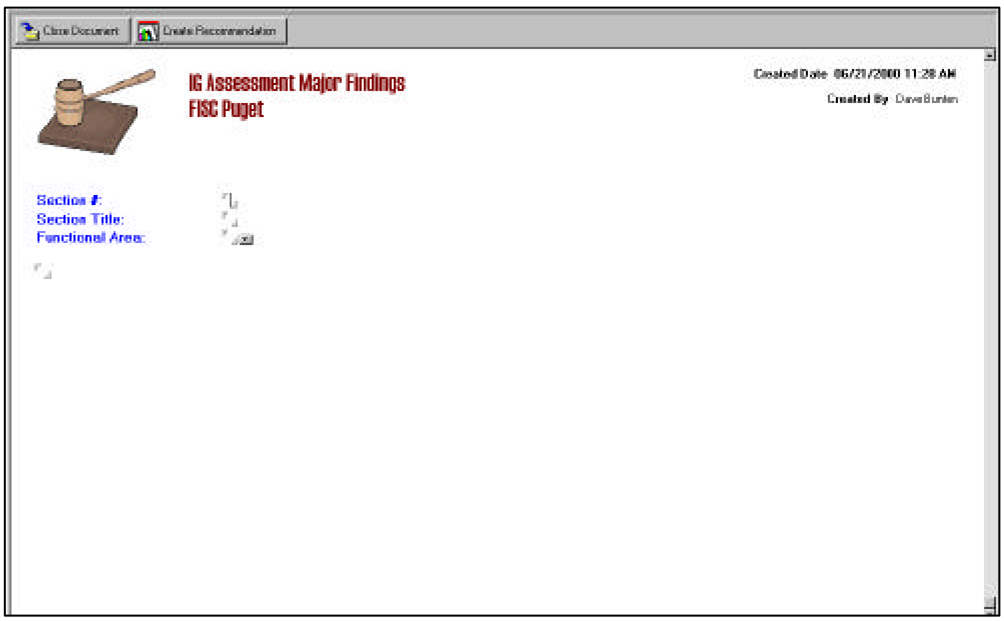


Figure 5-17 Major Finding Input Form

Creating a Recommendation for a Major Finding

After saving the Major Finding, select **Create Recommendation** to open the recommendation form as shown in Figure 5-18. Enter the section number, Section Title, select the functional area, and enter the recommendation description. When all required information has been entered select **Close Document,** then select **Yes** at the prompt box. To input additional recommendations for the same finding, return to the finding and follow the same steps.

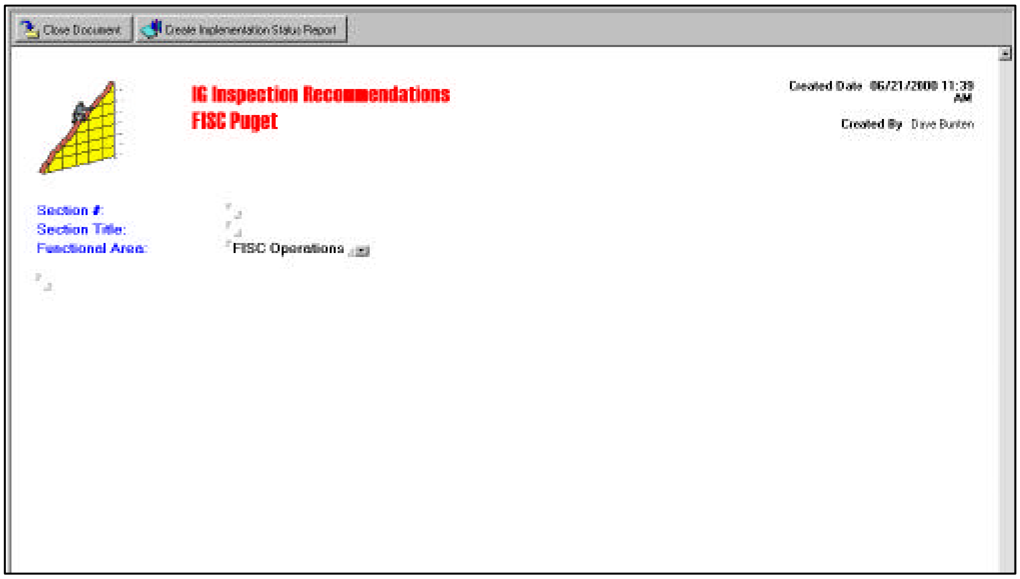


Figure 5-18 Recommendation on a Major Finding

Creating a Minor Finding

To create a Minor Finding select the **Create Minor Finding** button in the Assessment Cover Letter view. The Minor Finding form is shown as Figure 5-19. Complete the form by: entering the section number (i.e. the functional area code plus activity code), entering the title of the Minor Finding, selecting the functional area from the menu, and keying or pasting the finding description. When all required information has been entered, select **File | Save** fom the Lotus Notes Menu bar. *Do not select Close Document, or you will have to return to the finding you have just created in order the create a recommendation.*

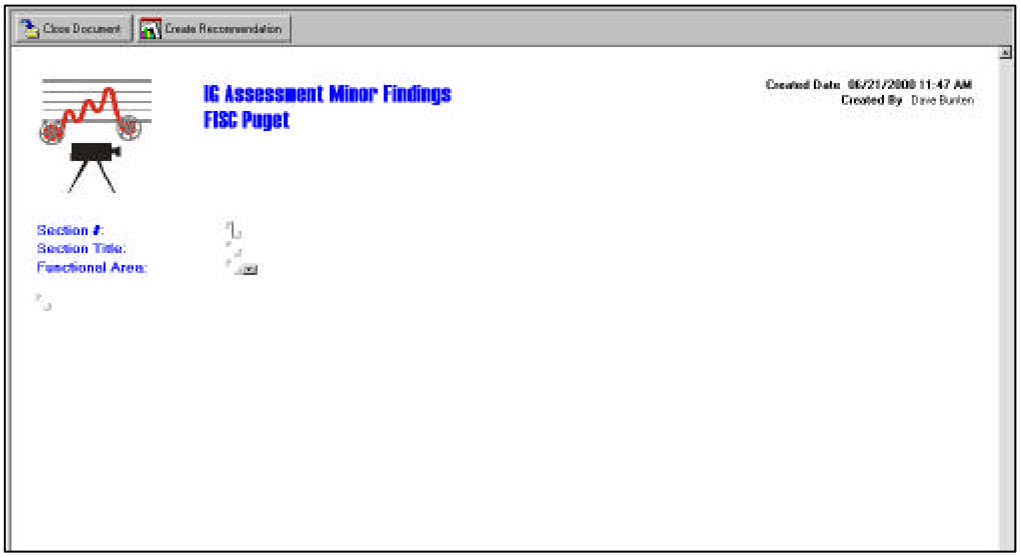


Figure 5-19 Minor Finding Form

Creating a Recommendation for a Minor Finding

After saving the Minor Finding, select **Create Recommendation** to open the recommendation form. Enter the section number, Section Title, select the functional area, and enter the recommendation description. When all required information has been entered select **Close Document,** then select **Yes** at the prompt box. To input additional recommendations for the same finding, return to the finding and follow the same steps.

Creating Recommendations To Improve Business Practices

Since the Recommendations to Improve Business Practices doesn't require a plan of corrective action, the "finding" and associated "recommendation" are all loaded in a single view. Select **Create Recommendation** from the Assessment Cover Letter view. The information requirements are the same as for a Major or Minor Finding. There is one difference. In the large block enter both the "finding" and the associated "recommendation(s)". (See Figure 5-20.) When all required information has been entered, select **Close Document**, then select **Yes** at the prompt box.

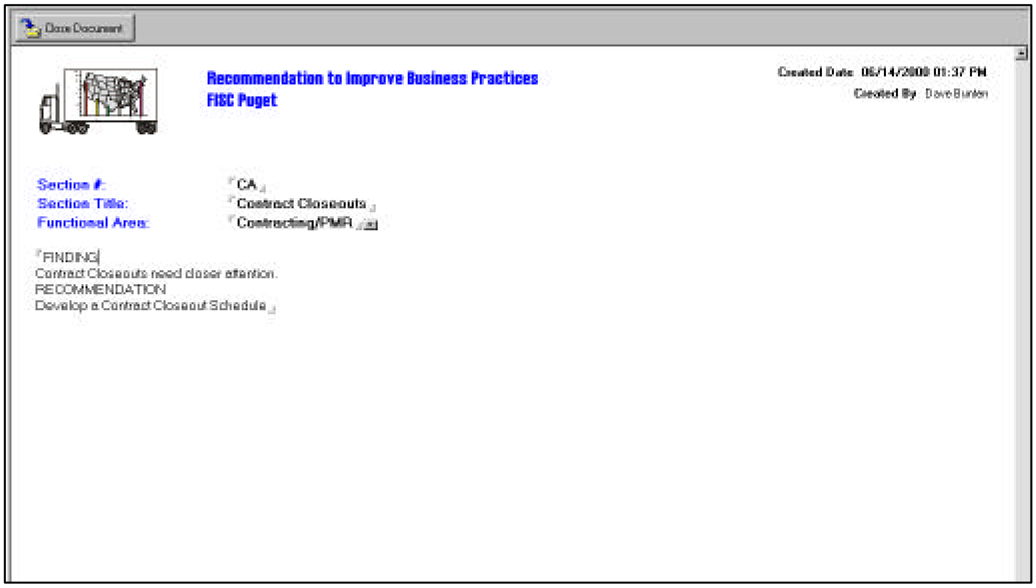


Figure 5-20 Recommendation to Improve Business Practices

Creating Noteworthy Accomplishments

If you are using the MS Word file prepared during the on-site assessment, then Noteworthy accomplishments can be located in the Summary of Conditions, sorted by functional area. A separate form is created for each Noteworthy Accomplishment as shown in the example in Figure 5-21. To create a new Noteworthy Accomplishment, select the **Noteworthy Accomplishments** navigator in the main view. From the Noteworthy Accomplishments view select **Create New Accomplishment** and you will get the form shown in Figure 5-22.

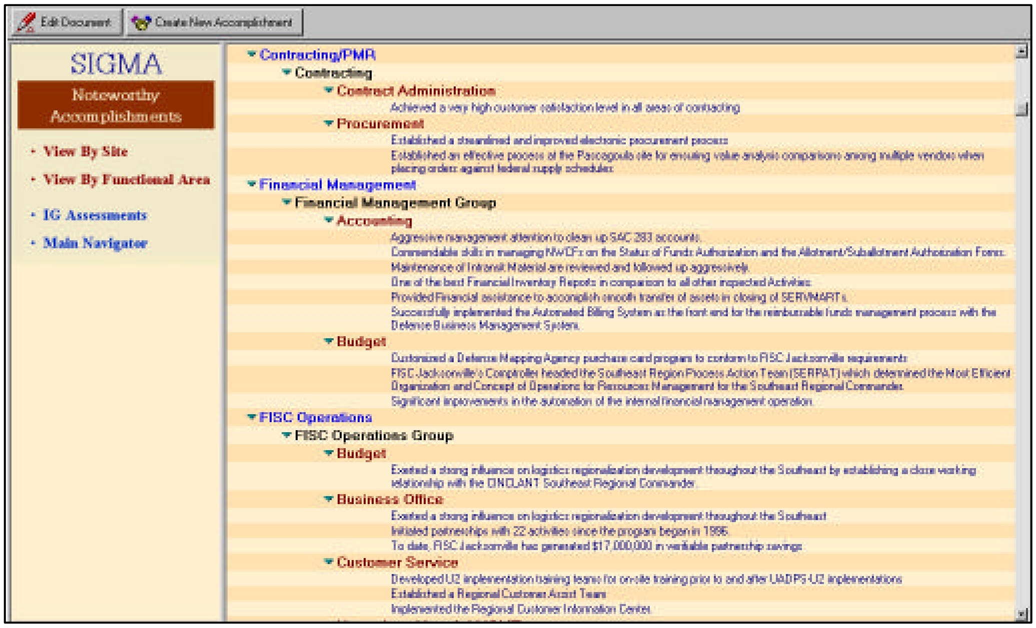


Figure 5-21 Noteworthy Accomplishments View

Complete the Noteworthy Accomplishments entry form by filling in the:

- *Accomplishment Summary* culled from the accomplishment description
- *Responsible Individual/Team* as shown in the assessment report
- *Responsible Command*, *Functional Area*, and *Functional Subarea* as per the menus provided
- *Full description* of the Noteworthy Accomplishment

When all required information has been entered, select **Close Document**, then select **Yes** at the prompt box.

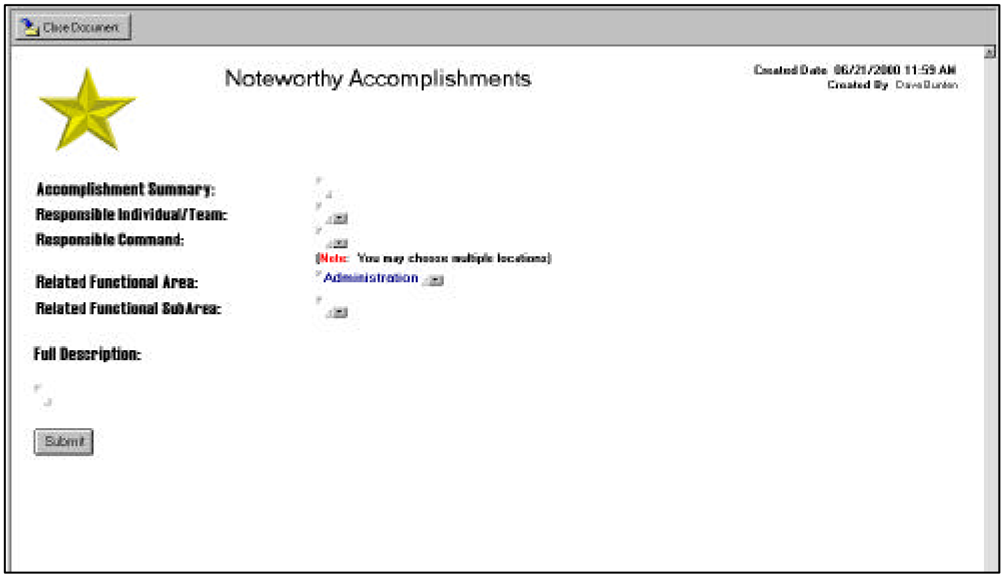


Figure 5-22 Noteworthy Accomplishments Entry Form

Sending the Notice of Completion

When the entire assessment report has been loaded, return to the cover letter screen (Figure 5-15) and select **Send Notification of Completion**. This action triggers an automatically produced email to the command personnel listed in the Contact List. The email explains that the Assessment has been loaded and directs the command to commence responding to the assessment recommendations.

Responding To Implementation Status Reports And Feedback Reports

Chapter 4 discussed creation of Implementation Status Reports for Major Finding Recommendations, and Feedback Reports for Minor Finding Recommendations. It also discussed the creation of “Response” forms for dialog regarding those reports. The Implementation Status Reports and Feedback Reprots also contain an IG Team Management area for signifying concurrenc/non-concurrence and completion/non-completion of remedial action on a recommendation.

Implementation Status Report (ISR) Management Action

To signify management action on an ISR, open the ISR and select **Edit Document**.

Scroll to the bottom of the form and select the appropriate choices as shown in Figure 5-23. Notice that the default is “Not Completed”. When you have completed your selections click on **Close Document.** The “Completed” or “Not Completed” selection will be visible in the main Assessment Report view at the end of the ISR. This allows you and the activity to quickly find open reports, or determine how many reports have been judged completed. Completed reports will also show a check mark to the left of the item.

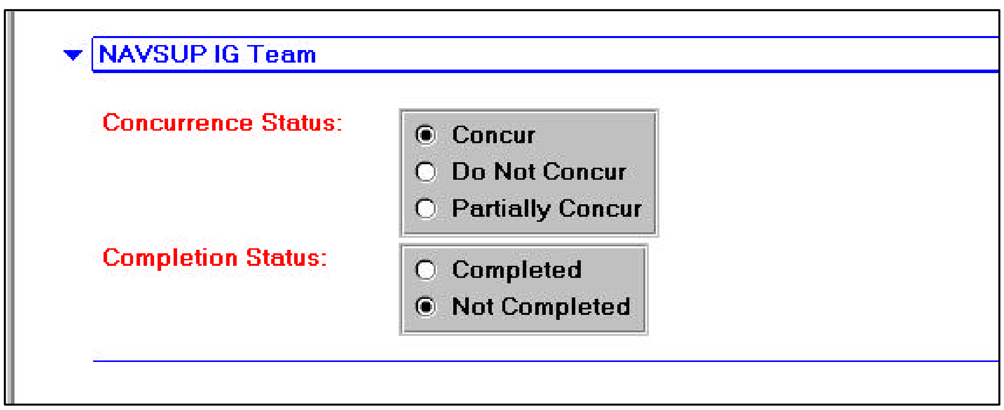


Figure 5-23 Implementation Status Reports Management Section

Feedback Report Management Action

To signify management action on a Feedback Report, open the Feedback Report and select **Edit Document**.

Scroll to the bottom of the form and select the appropriate choices as shown in Figure 5-24. Notice that the default is "Not Complete". When you have completed your selections click on **Close Document**. The "Complete" or "Not Complete" selection will be visible in the main Assessment Report view at the end of the Feedback Report. This allows you and the activity to quickly find open reports, or determine how many reports have been judged completed.

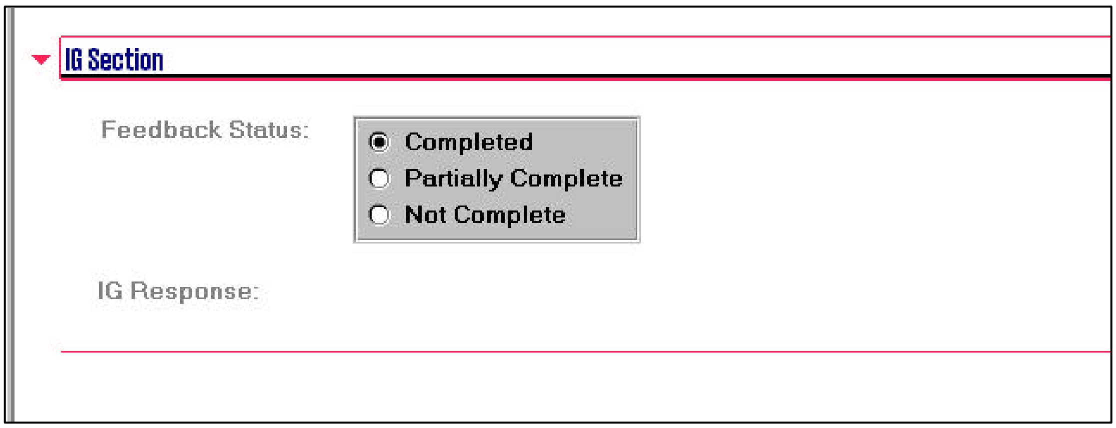


Figure 5-24 Feedback Report Management Section

Management Initiatives

Though not a part of the formal Assessment Report, Management Initiatives are posted in SIGMA to share Best Practices and cost savings achieved by NAVSUP activities. To create a Management Initiative select **Management Initiatives** from the Main Navigator. At the Management Initiatives view select **Create New Management Initiative** and the form will appear as shown in Figure 5-25.

Complete the required information in the form, then select **Close Document.** To create additional Management Initiatives repeat the same process.

Figure 5-25 Management Initiative Form

Creating and Changing Program Guidance/Schedules

The Lotus Notes version of SIGMA enables the program manager to add/change/delete the guidance and assessment schedules. At the SIGMA Main Navigator select **Program Guidance/Schedules**. The view at Figure 5-26 will open.

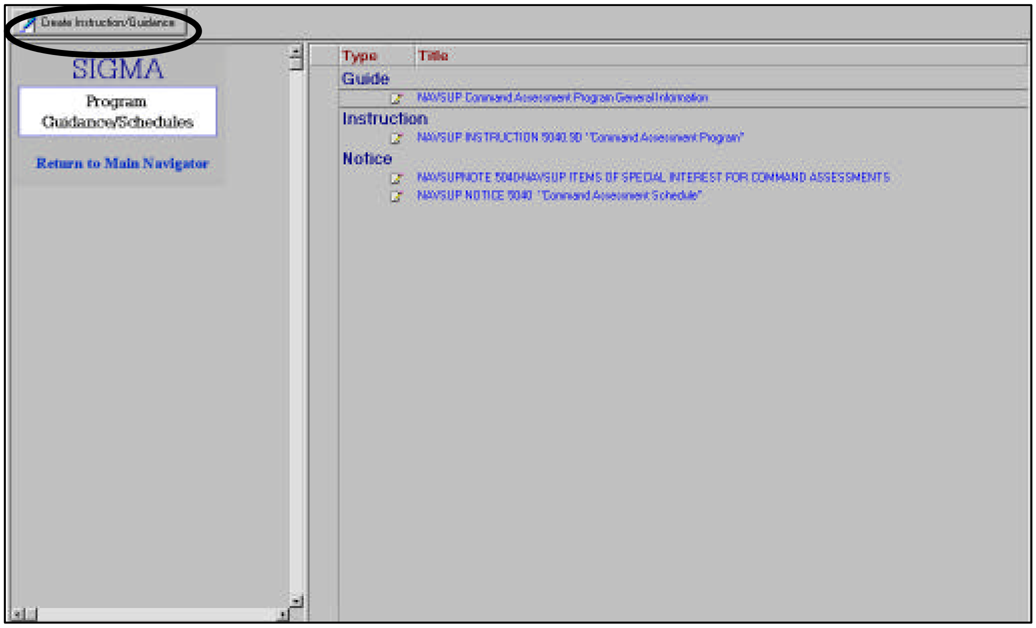


Figure 5-26 Program Guidance/Schedules view

Creating New Guidance/Schedules

To add new guidance to SIGMA select the **Create Instructions/Guidance** button as shown on Figure 5-26. The form shown in Figure 5-27 will open. Simply fill-in the required information, then select **Back to Main Navigator**. Select **Yes** at the prompt box and you will return to the main view.

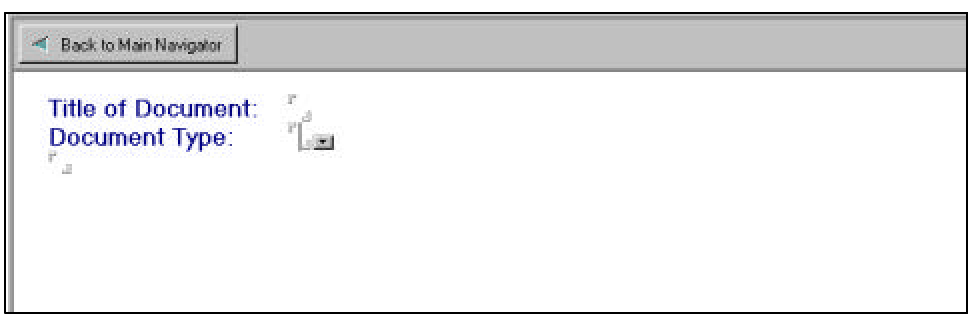


Figure 5-27 Create New Instructions/Guidance form

Changing Guidance and Schedules

To change an existing document, open the document from the Guidance view (Figure 5-26). After the document opens, put the document in edit mode. This is done either by selecting the edit document icon from the Lotus Notes toolbar, or by selecting **Action | Edit Document** from the Lotus Notes Menu bar. Once the document is in edit mode, you can make the desired changes.

Deleting a Guidance Document

To delete a document, select that document in the Guidance view. On the Lotus Notes Menu bar select **Edit | Clear**, then select **View | Refresh**. To delete more than one document at a time, simply place a check mark in the column to the left of each document, then follow the steps detailed above.

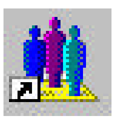
Appendix

A

Features of Lotus Notes®

The user interface for the Command Assessment process is a Lotus Notes (Release 4.6 or higher) desktop that incorporates the document functionality that you will need in the SIGMA database.

Lotus Notes Workspace



NOTES ICON

The Lotus Notes workspace, shown in Figure A-1, is the window Notes displays when you open Lotus Notes. The workspace consists of a title bar, menu bar, several tabs with various database icons on each tab, the status bar, and the SmartIcon toolbar. You can organize sets of related database icons on different tabbed pages in the workspace and give each page a descriptive name. The last page is automatically occupied by the Replicator, which allows you to manage replication activities. You cannot rename the Replicator page.

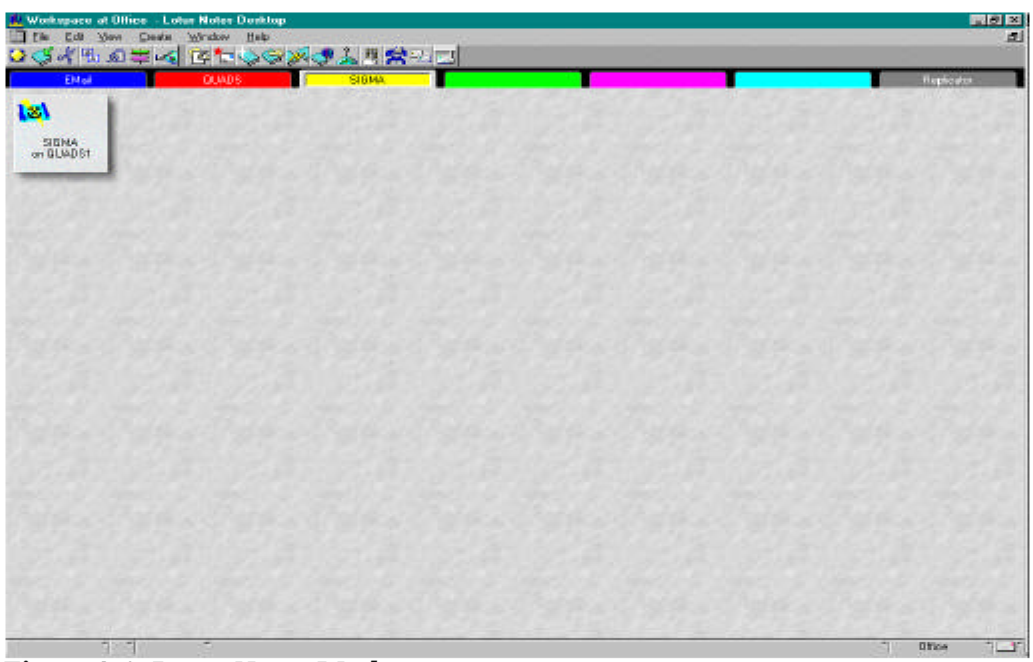


Figure A-1 Lotus Notes Workspace

SmartIcons

While working in Lotus Notes, you have access to the standard Lotus Notes Universal SmartIcon set. These are buttons at the top of the Lotus Notes workspace that, when pressed, will execute common file menu commands. For many tasks, it is simpler to click SmartIcons than to pull down menus or to recall and type keyboard shortcuts. The SmartIcons are "context-sensitive," meaning they change according to where you are in the database to allow for the common functionality most often required in that part of the database. Figure A-2 illustrates the Universal SmartIcon set. A complete list of icons follows.

> **Note:**
>
> When you hold the mouse pointer over the SmartIcons, Lotus Notes displays a brief description of the icon. You can hide or display these descriptions by choosing **File | Tools | SmartIcons** from the menu bar. In the resulting dialog box under Show, select or deselect Descriptions. Click **OK**.

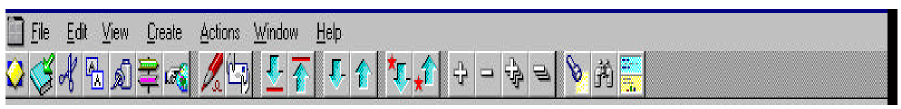
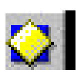
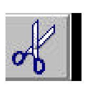
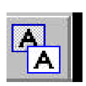


Figure 4.2 Lotus Notes Universal SmartIcon Set

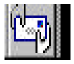
 **Properties.** Displays the properties such as file size, indices of documents or databases.

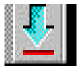
 **File Save.** Saves the current object.

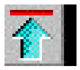
 **Cut,**  **Copy, and**  **Paste.** "Cut" removes the currently selected text/object and places it on the clipboard. "Copy" copies the currently selected text/object and places it on the clipboard. "Paste" copies the text/object from the clipboard to the current cursor position or over the currently selected text/object.

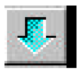
 **Help Guide Me.** Calls up the Help section of Lotus Notes.

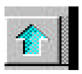
 **Actions Edit Document.** Places the currently selected document in "Edit Mode."

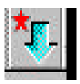
 **Actions Forward.** Forwards a mail memo.

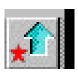
 **Navigate Next Main.** Will navigate to the next document at the highest level of the document hierarchy.

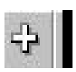
 **Navigate Previous Main.** Will navigate to the previous document at the highest level of the document hierarchy.

 **Navigate Next Document.** Will navigate to the next sequential document.

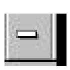
 **Navigate Previous Document.** Will navigate to the previous sequential document.

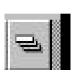
 **Navigate Next Unread.** Will select and navigate to the next unread (not previously viewed) document.

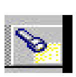
 **Navigate Previous Unread.** Will select and navigate to the previous sequential unread (not previously viewed) document.

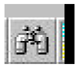
 **View Expand.** In outline view, will expand the subordinate documents for the selected document.

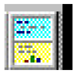
 **View Expand All.** In outline view, will expand all subordinate documents in the view regardless of selection of any particular documents.

 **View Collapse.** In outline view, will remove view of subordinate documents and show only the superior document with a “twistie,” indicating that subordinate documents are available.

 **View Collapse All.** In outline view, will distill the view to the top level only with “twisties” to indicate subordinate documents are available.

 **Edit Find/Replace.** Allows the classic text search with replacement of the designated text.

**View Show/Hide Search Bar.** Toggles from the outline view with the search bar to the outline view without the search bar (For the search bar to be useful, the database must be full text indexed).

**View Show/Hide Preview Pane.** Toggles from the outline view with a selected document "tiled" to the outline view without the selected document "tiled."

Printing

Printing of documents in SIGMA can be accomplished at the Lotus Notes view level. To print one document, simply highlight the document title in the view. To print multiple documents, click in the column to the far-left of each document title. This toggles a checkmark "on," as shown in Figure A-3. To deselect a previously selected document, simply click on the checkmark. This will toggle "off" the selection.

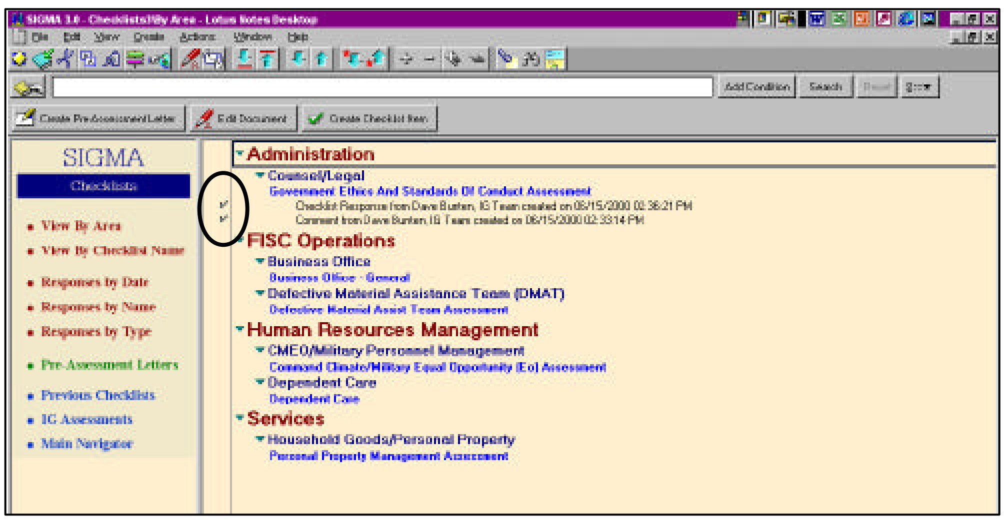


Figure A-3 Printing Multiple Documents

Choose **File | Print** from the File dropdown menu. The Print dialog box will appear. Ensure that the "Print Selected Documents" radio button has been pressed. To submit the print job, simply click **OK** and the document(s) will be printed.

Note:

A single open document may also be printed using the above procedure; however, *only* the open document will be printed.

You may also print the project outline shown in the view. To do so, choose **File | Print** from the dropdown menu; be sure the "Print View" radio button is selected in the resulting dialog box. Select **OK** to submit the print job.

Searching

Searching for text, documents, or field values is a powerful feature of many database engines. SIGMA is no exception to this, offering the distinct advantage of conducting an automated search for items of interest with the online search engine.

Full Text Search

SIGMA contains a full text search engine that allows you to find instances of an item across the spectrum of documents in the database. For instance, finding a specific minor finding might be a daunting task, involving searches through three or four major views. With the full text search feature in Lotus Notes, this would take less than a minute.

Enter Search Criteria Here

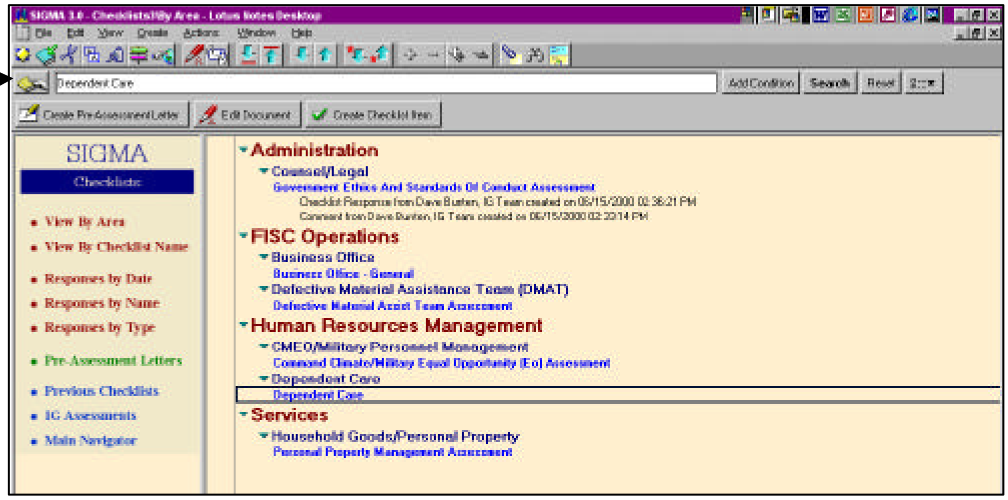


Figure A-4 Full Text Search

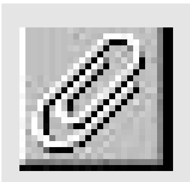
To initiate a search from a particular view, enter the search criteria in the search bar, as depicted in Figure A-4, and select the **Search** button. If the search bar is not visible, click the **View Show/Hide Search Bar** SmartIcon, or use the **View | Search Bar** dropdown menu.

Search results are listed in relevancy ranking order, from the document that is most relevant (i.e., that has the most occurrences of the search text) down to the one that is least relevant, in descending order. To view any one of these resulting documents, double click its title. To restore the original view, select the **Reset** button.

Classic Text Search

You also have the ability to perform a classic text search by using the Lotus Notes **Edit Find/Replace** SmartIcon. Open the desired document and click **Edit Find/Replace**. When the dialog box appears, enter the desired text in the field provided and select “Find Next.” The screen will scroll to and highlight the first occurrence of the text in the current document. Repetitively clicking “Find Next” will navigate to the remaining occurrences until no more are found. You will not have access to the “Replace” function for control purposes.

Attaching Files



When creating an Implementation Status Report or a Feedback Report, you may attach a file for clarification purposes. Regardless of whether you are attaching the file to an Implementation Status Report or to a Feedback Report, the process is virtually the same. Open the desired form and scroll to the bottom of the screen using the scroll bar on the far right of your desktop. If you are attaching a file to an Implementation Status Report, place the mouse cursor in the *Current Implementation Status* field of the form, as shown in Figure A-5. If you are creating a Feedback Report, place the mouse cursor in the *Response* field of the form.

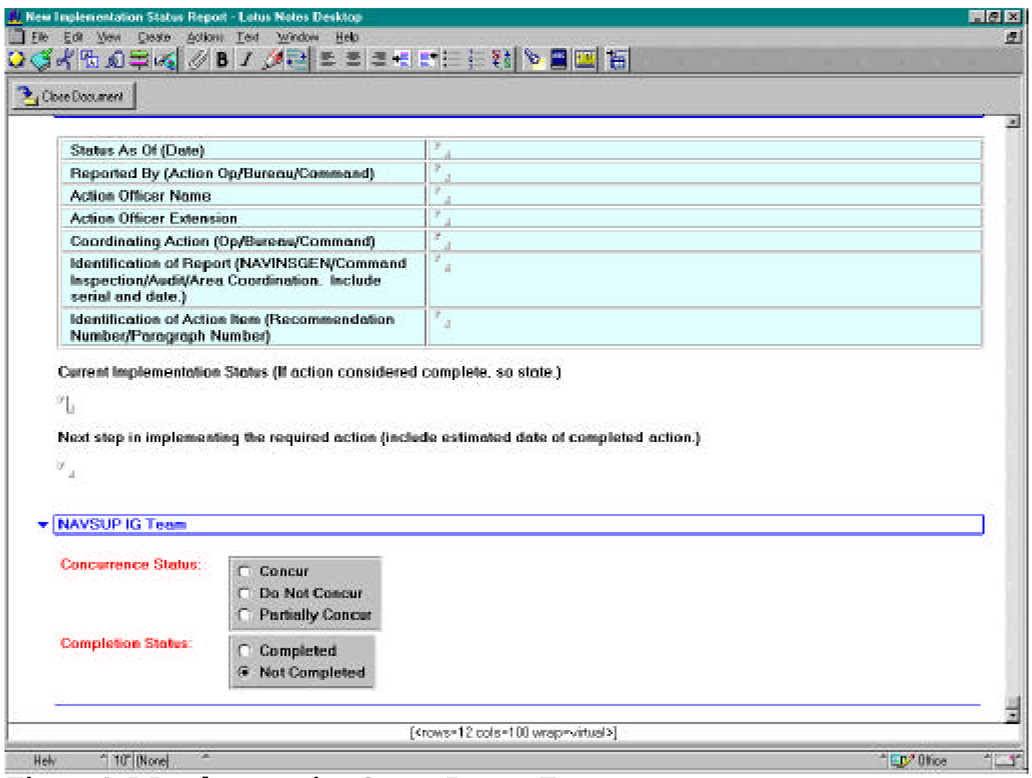


Figure A-5 Implementation Status Report Form

Select **File | Attach** from the dropdown menu. A dialog box will appear allowing you to browse your hard drive to locate the file you wish to attach. Select the desired file and click **Create**. The file will appear as an application icon in the body of the Implementation Status Report or Feedback Report. Select **Close Document** to save and submit the report. Click **Yes** in the resulting dialog box.

Detaching Files

Some of the sections of the Command Assessment report may have attached source files. Input submitted from other commands or from the IG Team may also have attached files. The attached file(s) will appear as an icon(s) at the bottom of the document section, as shown in Figure A-6. To view these files, double click this icon.

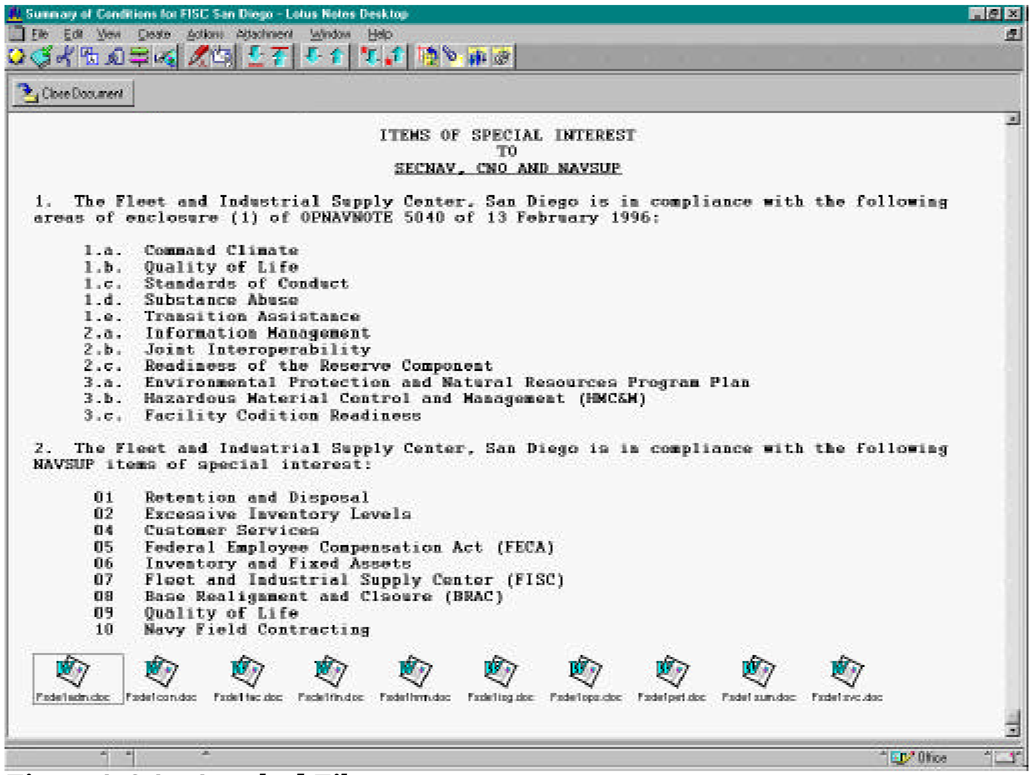


Figure A-6 An Attached File

Double clicking the application icon will bring up a dialog box, shown at Figure A-7, prompting you to choose from among the following options:

- View
- Launch
- Detach

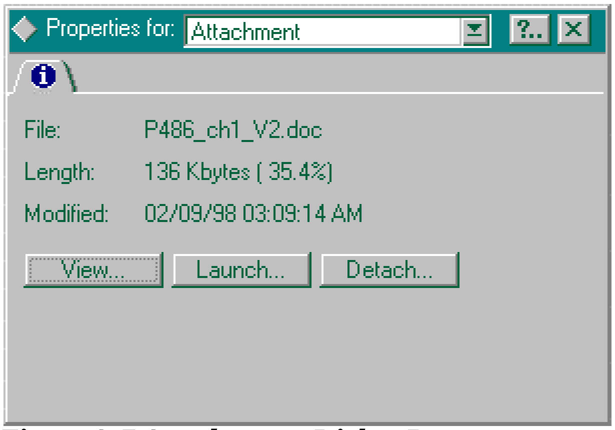


Figure A-7 Attachments Dialog Box

If you do not have the native text editor application (for example, Microsoft Word), you may **View** it in the Lotus Notes Universal Viewer. In the universal file viewer, the file may be viewed and the text may be copied to the clipboard to be used with whatever word-processing application you may have. *Hence, there is no need for you to have the native word processing application of the source document.*

If you have the native application on your desktop, you may choose to **Launch** the attached file(s) in the native word-processing application.

You may **Detach** (really a misnomer - one actually saves it to the hard drive) an attachment. Selecting the **Detach** option brings up a dialog box prompting you to specify where on your hard drive to save the attachment. The file name of the attachment appears in the File Name field of the dialog box once you have selected it. Click the **Detach** button to save the file to the local drive.

SIGMA Help

The SIGMA application provides an online help function. To access SIGMA Help, select the **SIGMA Help** hotspot from the upper left corner of the Main Navigator, as shown in Figure 3-3. The screen will transition to the Help Navigator and associated hotspots as shown in Figure A-8.

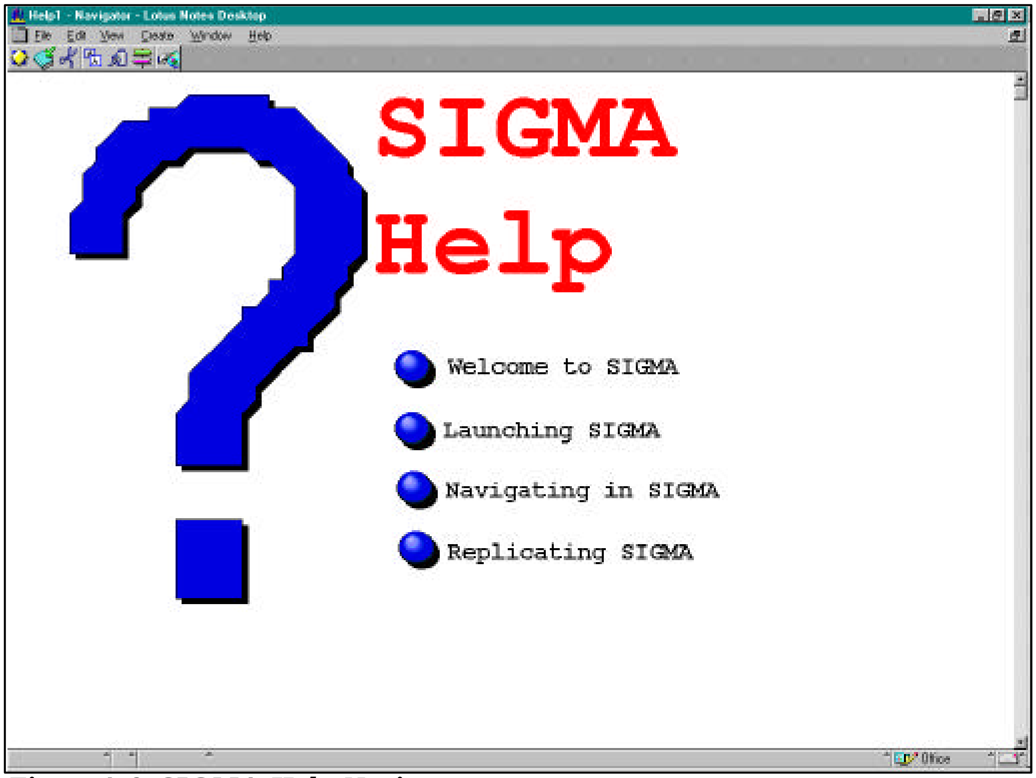


Figure A-8 SIGMA Help Navigator

Many of the topics covered in this user manual are available online to aid in the assessment process. The major sections of SIGMA Help and a brief description of each follow *(To access any one of these sections, click the respective hotspot from the Help navigation screen shown above):*

- **Welcome to SIGMA.** Contains a brief introduction, background, and description of the SIGMA database application.
- **Launching SIGMA.** Explains how to access the SIGMA database.
- **Navigating in SIGMA.** Shows how to navigate to and within the various navigator and views in SIGMA.
- **Replicating SIGMA.** Briefly describes the replication process required for some Lotus Notes users.

NON SERVER-BASED USERS ONLY

The Replication Process

To navigate views and open documents is valuable in the Command Assessment process only if you can see the updates that are made and provide feedback. To do this, non server-based users must *replicate* - a process of downloading and uploading files from the central server. In the Lotus Notes client-server topology, any client may provide updates to the server, but in limited fashion depending on the degree of access.

Note:

Non server-based users are remote users that are not connected to a Lotus Notes server. When a non server-based user accesses the Lotus Notes workspace, the **SIGMA** icon will read “SIGMA on Local.” Server-based users, on the other hand, are directly connected to a Lotus Notes server. A server-based user’s **SIGMA** icon will appear similar to the one shown in Figure A-9, with the Lotus Notes server indicated. In this case, the server is “QUADS1.” Server-based users do not need to replicate, as their replication process is automatic.

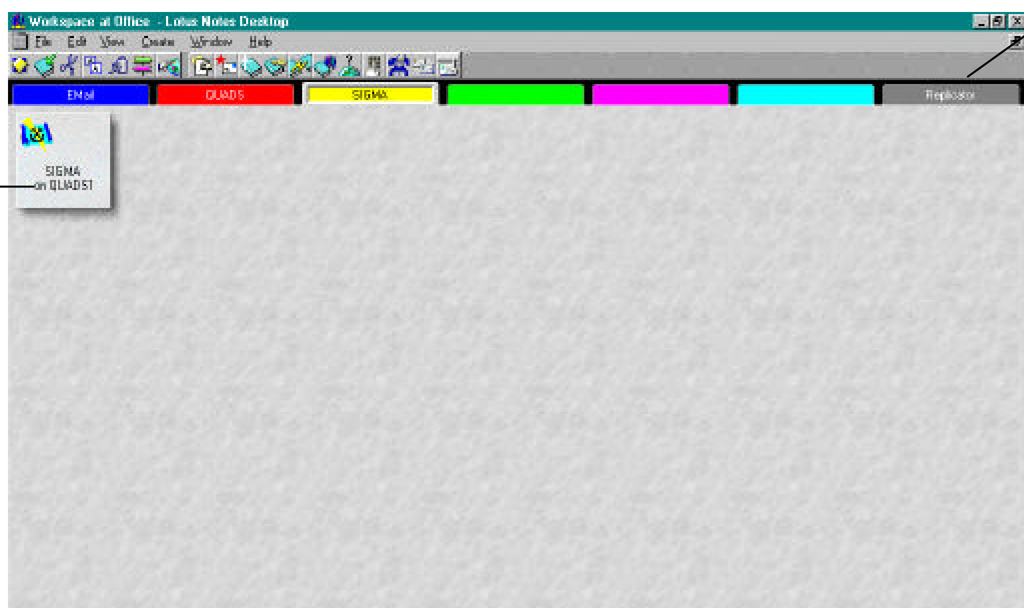


Figure A-9 SIGMA Icon and Replicator Tab on Lotus Notes Workspace

Replication Set Up

The replicator page is shown at Figure A-10. The database icon for SIGMA should already be available as a selection on this page. If it is not, simply click the SIGMA database icon and "drag" it to the replicator page tab. The SIGMA icon should have a double-headed blue arrow, indicating both send and receive mode in the "Other Actions" column. The box in the "Start" column to the left of the SIGMA icon should also be checked.

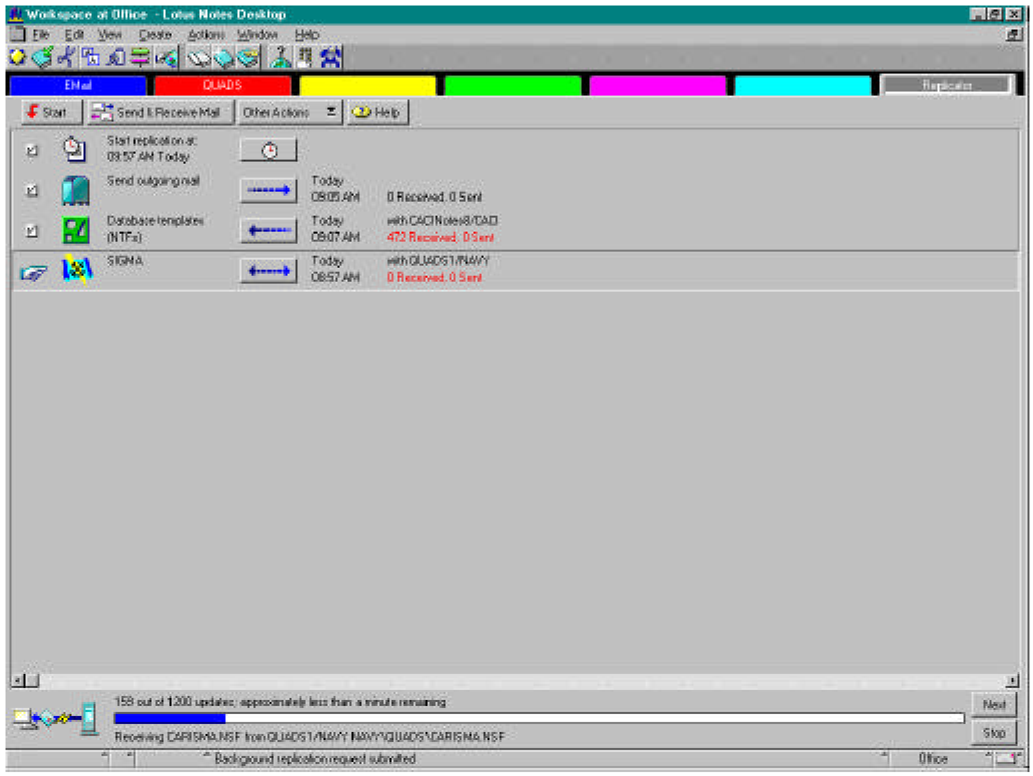


Figure A-10 Replicator Page

If you are set up for scheduled replication with the QUADSMAIN/NAVY server, the clock icon will be checked and an indication will be visible in the remarks column that this is for SIGMA.

To ensure that the QUADSMAIN/NAVY server is given priority among Notes servers to replicate the SIGMA database, double click the blue arrow in the row hosting the SIGMA icon. A dialog box will appear as shown in Figure A-11. Ensure that the server box has QUADSMAIN/NAVY selected. For the SIGMA icon, both the send and receive boxes should be checked.

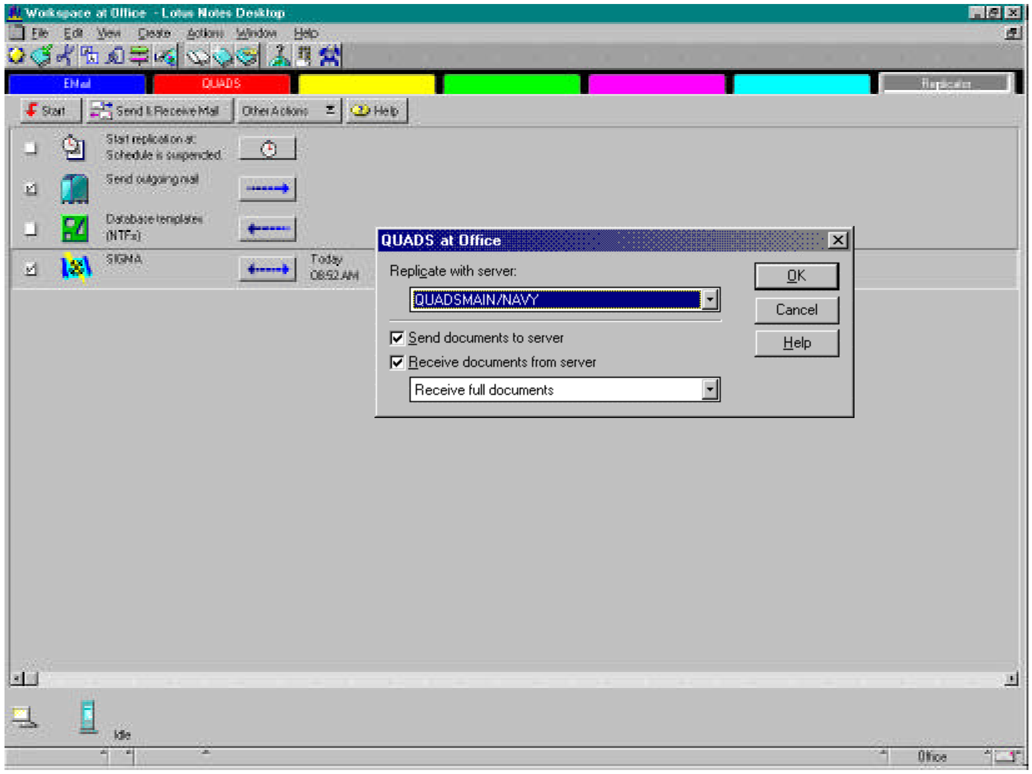


Figure A-11 Selecting QUADSMAIN/NAVY as Priority Server

Methods of Replication

To begin the replication process, single click the replicator tab on the Lotus Notes workspace. Clicking the replicator tab will bring you to the replicator page, as shown in Figure A-12. To initiate on-demand replication, click the **Start** button in the upper left corner of the replicator page. A message will appear in the bottom left corner of the Lotus Notes workspace indicating that the computer is attempting to connect to the QUADSMAIN/NAVY server. After connection, a comparison of the local database to the QUADSMAIN/NAVY server's master copy will occur. This is a differential process ensuring that you get only those documents that you need.

Start Button

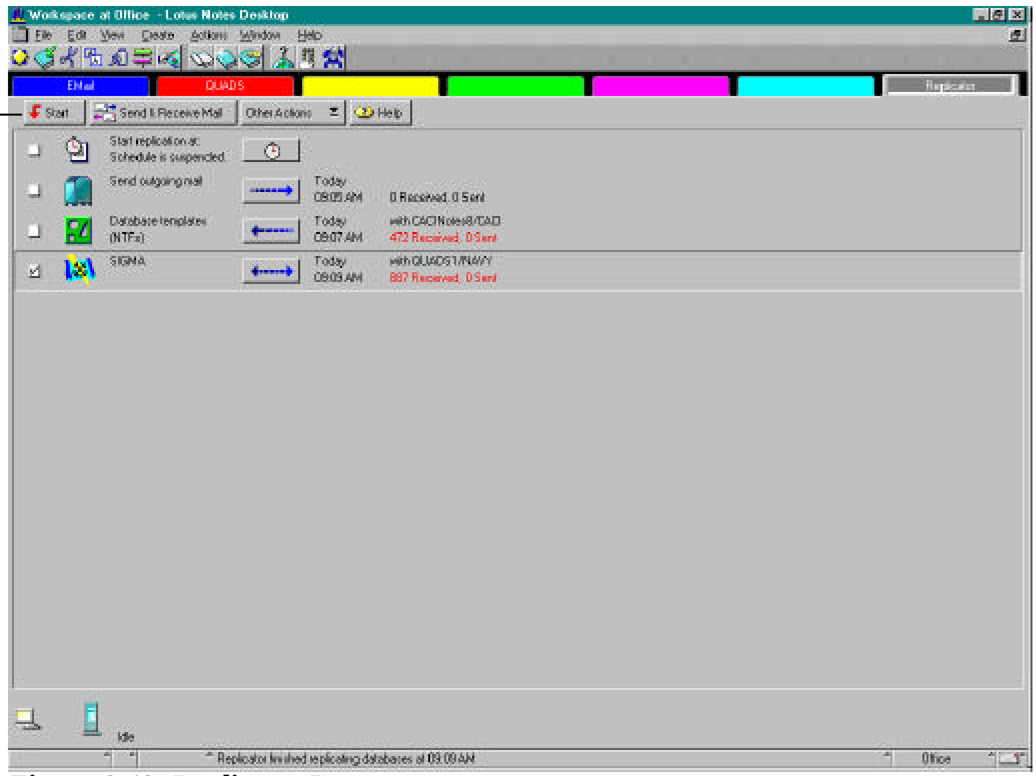


Figure A-12 Replicator Page

A blue progress bar at the bottom of the replicator page indicates the status of the document download and upload. It will first perform a search of the server for design changes. Next, it will give both number of documents replicated of the total documents in the database and the estimated time remaining for replication. An example of this comparison is shown in Figure A-13.

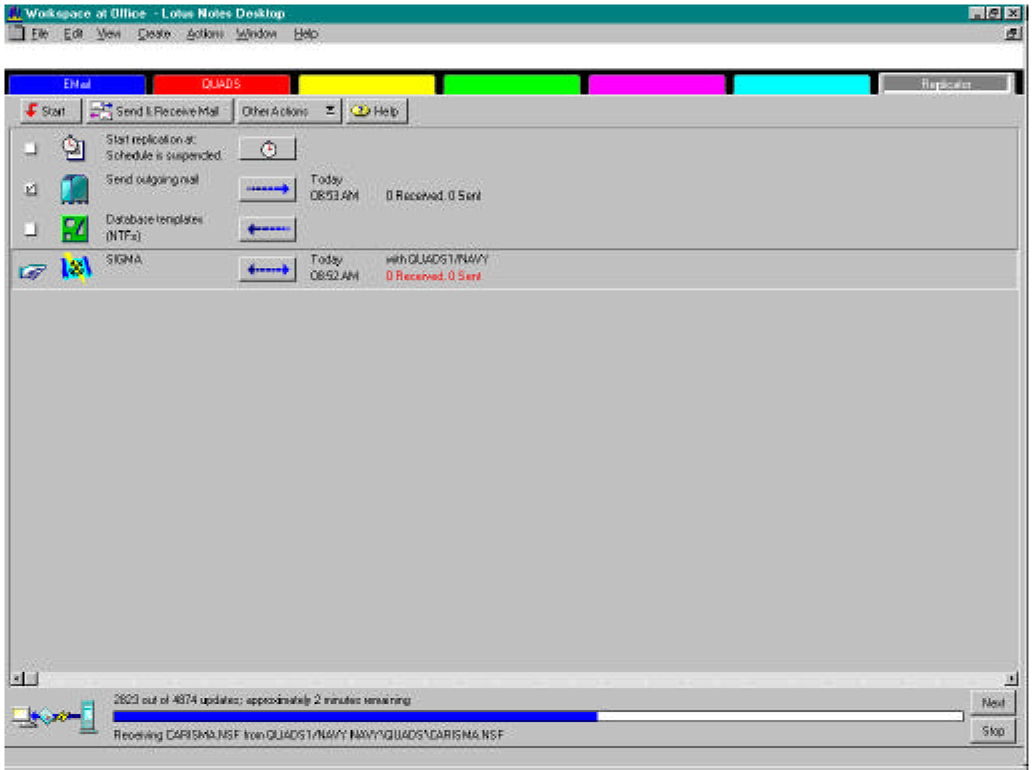


Figure A-13 Status Bar Showing Replication Progress

Replication will continue until all documents are successfully downloaded, or until interrupted by the user. If replication is interrupted, a message such as “Failed with server QUADSMAIN/NAVY, 151 documents received, 5 sent” will appear to the side of the icon. This is not a cause for concern and only indicates that the process was halted. Further investigation is needed only if you did not choose to stop the replication, and a similar message was received.

An alternative method of replicating is to click the "Other Actions" box itself and choose "Replicate selected database," as shown in Figure A-14.

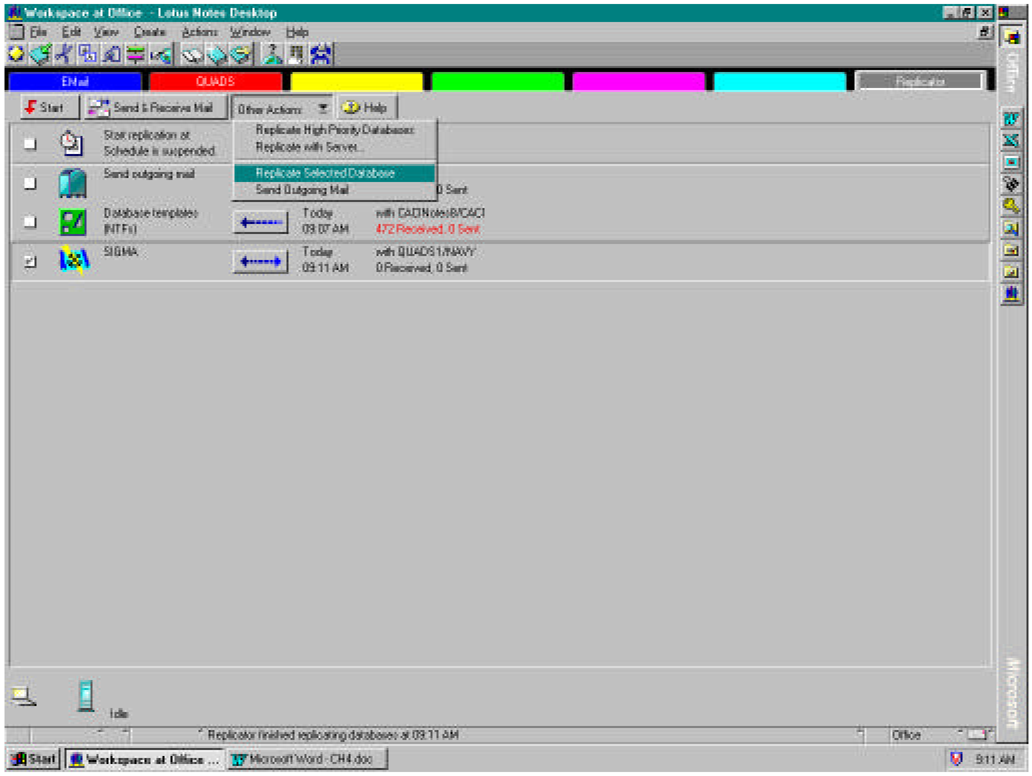


Figure A-14 Alternate Method of Replication